

JOB TITLE:	Community Fundraising Officer
RESPONSIBLE TO:	Senior Community Fundraising Officer
ACCOUNTABLE TO:	Head of Supporter Engagement / Director of Income Generation
LOCATION:	Swanscombe, DA10 0AB & Hybrid

Role Purpose:

Our Community Fundraising Team recruits and works alongside incredible people who raise funds to support our hospice.

Building great relationships with volunteers, groups, schools and our local community. The Community Fundraising Officer will offer guidance and encouragement to members of the public, staff and volunteers who choose to support us.

Main duties and responsibilities:

Service Delivery:

- Work creatively to bring exciting fundraising ideas and inspiration to our local community.
- Keep donors and our organisation at the heart of your decision-making to deliver the best possible outcomes for both.
- Meet financial targets and other KPIs from Community Fundraising activity.
- Represent **ellenor**, by attending and participating in presentations, talks, tours, and meetings.
- Develop mutually respectful relationships with Fundraising volunteers, Supporters and staff, offering encouragement, guidance and support to maximise activities.
- Work collaboratively with the wider organisation to maximise our impact within our local community.
- Work closely with our Marketing Team to create and deliver appropriate marketing materials for you, the wider Fundraising Team and our donors to use.

Administrative:

- Maintain accurate records of your activities in our database.
- Be responsible for your own administration.

Governance:

- Always follow the Fundraising Regulations and other relevant governing bodies. Keeping up to date on key trends and best practice.
Not sure what these are? Find out more here – <https://www.fundraisingregulator.org.uk/code>
- Maintain confidentiality of all information acquired. This includes supporters, patients, carers, staff, and volunteers.
- Take responsibility for being up to date with current ellenor policies and procedures, adhere to these and be aware of guidelines stated in staff handbook.

Development, Education and Training:

- Undertake mandatory training as required by ellenor and participate in appropriate education, learning and development.
- Through self-development, continuously update and improve knowledge and competencies. Take part in our annual appraisals.
- Get stuck in with the introduction of any new technology and new methods of working as appropriate.
- Take on any other duties that may be reasonably requested.
- Actively contribute to a culture of resourcefulness and best practice to make the best use of time, skills, and expenditure.
- Be able to see opportunities that align with the needs of ellenor

Internal Key relationships

- Volunteers
- Community Champions
- Marketing Team
- Supporter Care Team
- Education Team
- Wider Fundraising Team

External Key relationships

(this list is not exhaustive but identifies some of the key stakeholders)

- Individual supporters and donors
- Groups
- Education providers
- Community Leaders
- Suppliers
- 3rd Sector Community

Health and Safety

The post holder has the responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to take into account developments in the organisation, department or role.

General:

- Adapts and develops in line with the changing needs of the role.
- Acts as an ambassador for **ellenor** to raise the profile of the organisation at a local, regional and national level, as required.
- To maintain up-to-date mandatory and essential to role training.
- Works flexibly across sites and departments from time to time as may be requested by their managers.
- Undertakes other duties commensurate with the seniority of the post as may be requested by their managers.
- To follow all policies and procedures.
- To work within own professional Code of Conduct at all times.
- To be aware of the staff values of **ellenor** and to behave as a fit representative.

Postholder's Name

Postholder's Signature Date

Manager's Name

Manager's Signature Date

Person Specification
Community Fundraising Officer

	Essential	Desirable	Application/ Interview
Education and Qualifications			
Full driving licence	Y		Application
Experience			
Face-to-face interactions		Y	Interview
Account management/Sales/Customer Relations		Y	Interview
Knowledge and Skills			
Microsoft Office – Word, basic excel, Outlook		Y	
Other digital platforms e.g. Canva, Facebook		Y	
Good at juggling a varying workload		Y	
Personal Characteristics and Qualities			
Confident speaker	Y		