



JOB DESCRIPTION

JOB TITLE: Supporter Engagement Officer

DEPARTMENT: Fundraising, Income Generation

RESPONSIBLE TO: Senior Supporter Engagement Officer

ACCOUNTABLE TO: CEO, Director of Income Generation, Head of Fundraising, Supporter Engagement Manager

Role purpose

The Supporter Engagement Officer will be responsible for supporting the development and delivery of key elements of the Events budget and working alongside a great team, support the development and delivery of the Area budget.

The Supporter Engagement Team generates income across all areas of community fundraising. This includes working with businesses, individual fundraisers, groups, schools, public bodies, and event participants.

Duties and Responsibilities:

The list below is not exhaustive but will give an overview of expectations.

You will;

- Meet agreed income generation targets from events and campaigns including **ellenor**-led, bought in challenge event places and open challenges.
- Research sector activity and emerging public trends to ensure **ellenor** can offer exciting engagement opportunities for donors.
- Working collaboratively with the Supporter Engagement Team, keep supporters engaged and actively continuing to support **ellenor**, to generate long-term sustainable income.
- Develop positive and effective internal relationships.
- Work closely with our Marketing Team to create and deliver appropriate marketing materials for you, the Supporter Engagement Team and our donors to use.

- Always follow the Fundraising Regulations and other relevant governing bodies.
- Maintain accurate records of your activities onto our database
- Develop respectful relationships with fundraising volunteers to give them guidance, support, and advice to maximise their potential. Where requested, provide regular feedback on performance.
- Work in partnership across the Fundraising team on any aspects of fundraising when required, as directed by your line manager.
- Undertake mandatory training as required by **ellenor** and participate in appropriate education, learning and development.
- Support and maintain a working environment that is respectful and positive.
- Maintain confidentiality of all information acquired. This includes supporters, patients, carers, staff, and volunteers.
- Undertake an appraisal annually and, through self-development, continuously update and improve knowledge and competencies.
- Take responsibility for being up to date with current policies and procedures and to adhere to these.
- Co-operate fully in the introduction of any new technology and new methods of working as appropriate. Strive to have a high level of IT literacy.
- Always promote **ellenor**'s aims and values.
- Be aware of guidelines stated in staff handbook and all relevant policies and procedures.
- Keep up to date on key trends, best practice, and fundraising law.
- Take on any other duties that may be reasonably requested.
- Deliver key events, campaigns and projects working towards our [strategic Objectives](#).
- 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**
- Be responsible for your own administration.

You should be;

- Genuinely excited by the prospect of playing a key part in the future of our hospice.
- Someone who thrives on delighting donors
- Tactful and respectful of the various people you will come in to contact with.
- Knowledgeable about building professional relationship.
- A confident communicator.
- Able to demonstrate a good understanding of managing a project.
- Able to communicate your plans and their progress with stakeholders.
- Able to assimilate information from a variety of sources.
- Able to manage a complex and demanding workload through great planning and organisational skills.
- Confident working across multiple IT platform.

Internal Key relationships

- **Our clinical Teams**
- **Our Wellbeing Teams**
- **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)

- Business partners
- Business to Business networking contacts
- Individual fundraisers
- Groups
- Education providers
- 3rd party event providers
- Suppliers
- 3rd Sector Community

Health and Safety

The post holder has 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** in order 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,
- The work within own professional Code of Conduct at all times (Registered clinical staff only)
- To be aware of the staff values of the ellenor and to behave as a fit representative.

This Job Description will be reviewed on a regular basis

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Postholder's Name

Postholder's Signature Date

Manager's Name

Manager's Signature Date

