

JOB DESCRIPTION

JOB TITLE:	Trust Fundraising Officer (12-month maternity cover post)
REPORTS TO:	Head of Supporter Engagement
LOCATION:	Swanscombe Kent - (we currently offer a hybrid-working model. This means you may usually work from your home or from our Swanscombe Office and are expected to attend meetings when required.)
HOURS OF WORK:	Part time: 30 hours per week – flexible working pattern available, occasional evenings and weekends may be necessary.

ellenor provides outstanding hospice care for around 3,000 people per year in North Kent. We have inpatient and outpatient and Living Well services at Northfleet, comprehensive Hospice at Home services and a range of outpatient and community services, all supported and delivered by our multi-disciplinary team.

Role Purpose:

We are looking for a friendly, enthusiastic, and motivated Trusts fundraiser with outstanding written and verbal communication skills and a strong eye for detail. As a key member of our dynamic fundraising team your responsibilities will include prospecting for new funders, stewarding and developing relationships with our existing portfolio of warm funders, contacting funders by phone or email to ascertain their priorities, submitting engaging and well researched funding applications, and stewarding the Trusts & Foundations who have donated towards our recent capital appeal, ensuring that they are kept up to date with the progress of our build.

You will also use your excellent interpersonal skills to build relationships across the organisation and draw on the knowledge of others to support the preparation of accurate and thorough bids and reports. You will use your excellent time-management and organisational skills to ensure that your applications and bids are submitted to deadline.

You will be comfortable working independently and organising your own pipeline in line with fundraising targets, as well as collaborating with other team members and leading on larger applications. You will ensure that your work is accurately recorded within our established team processes and on our customer relationship database Donforflex.

Main Duties and Responsibilities

Account management

1. Stewarding and developing relationships with current funders, including the preparation and punctual submission of accurate, thorough, and well written reports.
2. Stewarding our small portfolio of our capital appeal funders, ensuring that they receive regular, well written reports and updates, and arranging and conducting visits to the build as appropriate.
3. Proactively keeping current funders up to date with project and organisational developments as necessary.
4. Gathering feedback and preparing case studies from beneficiaries as appropriate.

New business

1. Carrying out prospect research to accurately and thoroughly research relevant funders to apply to.
2. Preparing and submitting persuasive and well written applications with the support of the Head of Supporter Engagement.
3. Working on smaller grants applications using Cases for Support.
4. Working across departments to build effective relationships with clinical and other hospice team members to prepare bids, reports, and Cases for Support.

Internal processes

1. Completing records in internal team processes and on Donorflex to ensure that funder communications, reports and applications are maintained accurately.
2. Organising your own workload in the team pipeline in conjunction with the Head of Supporter Engagement.
3. Researching specific funding areas for writing or updating Cases for Support.
4. Gathering and sharing information with teams across the organisation as appropriate to ensure the accuracy of internal fundraising records.
5. Maintaining records for the line management of your team.

General Responsibilities

1. To always follow the Institute of Fundraising Code and the Fundraising Regulator.
2. To ensure that high-quality records are maintained in Donorflex and in internal team processes in accordance with the Data Protection Act.
3. To undertake mandatory training as required by **ellenor** and participate in appropriate education, learning and development.
4. Maintain confidentiality of all information required. This includes supporters, patients, carers, staff, and volunteers.

5. To undertake an appraisal annually, and through self-development, continually update and improve knowledge and competencies.
6. To take responsibility for being up to date with current policies and procedures and adhere to these.
7. Co-operating fully in the introduction of any new technology and new methods of working as appropriate. Striving to have a high level of IT literacy.
8. To always promote **ellenor's** aims and values.
9. To be aware of guidelines stated in the staff handbook and all relevant policies and procedures.
10. Keeping up to date on key trends, best practice, and fundraising law.
11. Any other duties that may be reasonably requested.

Postholder's Name

Postholder's Signature Date Manager's Name

Manager's Signature Date

**Personal Specification
(Trust Fundraising Officer)**

	Essential	Desirable	Application/ Interview
EDUCATION AND TRAINING			
A-level or equivalent qualifications, or completion of Level 3 apprenticeship or equivalent professional experience	x		A
EXPERIENCE, KNOWLEDGE, AND SKILLS			
Knowledge and experience of the charitable sector with demonstrable success of securing multiple five-figure grants from new and existing Trusts and Foundations.	x		A/I
Proficiency of using Donorflex or a similar Customer Relationship Management system.		x	A/I
Experience of contacting new Trusts and Foundations by phone and email.	x		A/I
Excellent written and verbal communication skills with the ability to proofread, write persuasively and engagingly, with an attention to detail.	x		A/I
Exceptional interpersonal skills with the proven ability to form good working relationships, both internally and externally with people at all levels.	x		A/I
Experience of creative proposal writing combined with the ability to demonstrate clear outcomes and impact.	x		A/I
Strong prospect research skills with experience of identifying quality new prospects.	x		A/I
Background of preparing and presenting budgets and a working knowledge of charitable financial accounts.	x		A/I
Ability to work independently under own initiative as well as part of a team to meet objectives and tight deadlines under pressure.	x		A/I

Capacity to work to targets and plan workload accordingly.	x		A/I
Excellent IT skills with a good working knowledge of MS Office programmes.	x		A/I
VALUES AND ALIGNMENT			
A clear understanding and empathy with the issues and challenges that the hospice movement and its beneficiaries face.		X	A/I
An individual who is a warm, compassionate personality able to gain the trust of co-workers and external stakeholders alike.		X	A/I
A willingness and ability to be aligned to our vision, mission and values and be an advocate for ellenor .		X	A/I
A practical “can-do” attitude approach to working with limited resources.		X	A/I