



JOB DESCRIPTION

JOB TITLE: Community Fundraising Officer

DEPARTMENT: Fundraising, Income Generation

RESPONSIBLE TO: Senior Community Fundraising Officer

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

ellenor Hospice is a specialist palliative care provider for adults and children in Dartford, Gravesham and Swanley, and for children across the London Borough of Bexley. The organisation has in-patient and outpatient and Living Well services at Northfleet, comprehensive Hospice at Home services and a range of out-patient and community services all supported and delivered through a multi-disciplinary team (MDT).

Role purpose

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

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

Internal Key relationships:

- Fundraising Team
- Marketing Team
- Retail Teams
- Care Teams
- Wellbeing Teams
- Education Team

External Key relationships (this list is not exhaustive but identifies some of the key stakeholders):

- Individual supporters
- Groups and clubs

- Education providers
- Community leaders
- Suppliers
- Third Sector Community

Duties and Responsibilities:

The duties outlined below are not definitive and may be changed in accordance with the needs of the organisation.

Service Delivery:

- Represent ellenor promoting our aims and values by attending and participating in presentations, talks, tours, and meetings.
- Meet financial targets and other KPIs from Community Fundraising activity.
- Work creatively to bring exciting fundraising ideas and inspiration to our local community.
- Develop mutually respectful relationships with Fundraising volunteers, Supporters and staff, offering encouragement, guidance and support to maximise their fundraising activities.
- Work collaboratively with the wider organisation to maximise our impact within our local community.
- Develop great internal relationships and help maintain a working environment that is respectful and positive.

Administrative:

- Maintain accurate records of your activities onto our database and strive to have a high level of IT literacy.
- Work closely with our Marketing Team to create and deliver appropriate marketing materials for you, the wider Fundraising Team and our donors to use.

Governance:

- Always follow the Fundraising Regulations and other relevant governing bodies. Keeping up to date on key trends and best practice.

- 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.
- Undertake an appraisal annually and, through self-development, continuously update and improve knowledge and competencies.
- Co-operate fully in 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
- Be responsible for your own administration.

About you:

- Genuinely excited by the prospect of playing a key part in generating income to provide hospice care to families in our local community.
- Someone who thrives on delighting stakeholders.
- Tactful and respectful of the various people you will come in to contact with.
- Confident about building professional relationships.
- A confident communicator.
- Able to gather and collate 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 platforms.

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,
- To be aware of the staff values of the ellenor and to behave as a fit representative.

Postholder's Name

Postholder's Signature Date

Manager's Name

Manager's Signature Date

This Job Description will be reviewed on a regular basis

Personal Specification Community Fundraising Officer

	Essential	Desirable	Application/ Interview
Understanding of the charity sector.		X	A/I
Be a great team player and enthusiastic about making a real difference to your local community		X	A/I
Able to prioritise your varied and changing workload	X		A/I
KNOWLEDGE AND SKILLS			
Confident Microsoft Office User	X		A/I
Confident Communicator and happy to speak in public, on the phone or in writing.	X		A/I
Confident using technology: We use lots of different platforms to engage with supporters and their fundraising activities.		X	A/I
Confident in 'making the ask/upselling' and relationship building with a wide range of supporter/customers/clients.		X	A/I