**Job Description**

**JOB TITLE: Community Fundraiser**

**REPORTS TO: Fundraising Manager**

**JOB SUMMARY**

The Community Fundraiser is responsible for raising vital income that supports patient care at St. Rocco’s. You will engage individuals, groups, and community businesses across the Warrington area to develop meaningful partnerships, support community-led fundraising activities, and grow our income to budget and KPI expectations, through innovative and sustainable methods, in line with the hospice’s strategy. This is a varied and rewarding role that includes regular evening and weekend working to support events and community activities.

**OPERATIONAL RESPONSIBILITIES**

To work with the Fundraising Manager and income generation team in order to achieve the following:

**Key Responsibilities:**

**Community Fundraising**

* Act as first point of contact for schools, faith groups, clubs, individuals and community organisations to fundraise for St. Rocco’s Hospice, ensuring a fantastic supporter experience, and providing information, support and advice.
* Plan, deliver and evaluate a calendar of community fundraising initiatives.
* Provide excellent supporter stewardship to all community fundraisers, ensuring they are equipped, thanked and recognised for their efforts, with a strong emphasis on building lasting relationships and encouraging long-term donor retention.
* Attend networking opportunities to represent the Hospice and raise awareness in the community.
* Ensure fundraising activities are safe, legal, and align with our Hospice values.
* Report on KPI’s, including non-financial measures as agreed with the Fundraising Manager.
* Work closely with the Fundraising Manager to develop income and expenditure for initiatives within the role. Monitor performance against budget and KPI’s and develop plans to mitigate the shortfalls.

**Volunteer & Support Engagement**

* Work closely with the Voluntary Services Team to recruit, train, supervise and retain volunteers to further support fundraising efforts.
* Build and support a network of volunteer fundraisers and fundraising groups across the region.
* Provide resources, encouragement, and advice to volunteers to help them fundraise confidently and effectively.

**Promotional Activity**

* In addition to their key responsibilities, the Community Fundraiser will take an active role in managing and growing the Community Facebook Page, with a focus on increasing engagement and expanding its reach. They will also ensure that the Hospice website is kept up to date with relevant and timely information, supporting a consistent and effective online presence.
* Confidently deliver talks and presentations to diverse audiences about the work of St. Rocco’s and how to get involved.

**General Fundraising**

* To work flexibly as part of the wider Fundraising team on internal and external led events, campaigns and initiatives and to attend such activities when required that may not be wholly community based.
* To ensure that accurate and up to date financial and supporter records are maintained and accessible.
* To provide reports and information regarding events as necessary and upon request.
* To support the work of other members of the Fundraising team when required.
* Collaborate with colleagues across the income generation team to identify and nurture potential leads for future fundraising initiatives.

**General Responsibilities**

* To work at all times in a way that reflects the values of the Hospice.
* To work within the guidelines and codes of practice of the Fundraising Regulator and the Institute of Fundraising.
* To work within the framework of local and national legislation on charity fundraising (e.g. council licensing, health and safety legislation etc)
* To liaise with other areas of Income Generation such as events/corporate/shops/lottery regarding the co-ordination of departmental efforts.
* To undertake administrative duties associated with the role as required
* Ensure all fundraising activities comply with best practice and is legally in line with the Fundraising Regulators code of practice, other legislation and hospice policies.

**Measures of Performance**

* Achievement of targets for income, expenditure and other non-financial targets as agreed by the Fundraising Manager.
* Increased supporter base through KPI reporting.
* Enhanced participation in fundraising activities including events, community support and appeals.
* Use of CRM database to maintain accurate records for income and other KPI reporting purposes.
* Continually monitor and report on activities to ensure maximum profitability.

**Communication and Working Relationships**

* Partner with the marketing and communications team to secure effective promotional support for key income streams, ensuring that fundraising activities are both supporter-focused and guided by data insights.
* Develop, execute, and manage a schedule of community fundraising campaigns and events to optimise income generation.
* To work closely with all departments in the Hospice and its volunteers in order to understand service delivery and funding needs.
* To work closely with external organisations in the community to raise awareness of the Hospice’s need for funding and to secure financial support
* To meet and greet visitors inside and outside the hospice for the purposes of raising funds.
* To act as a point of contact for individuals and community groups fundraising on behalf of the hospice, providing information, support and advice.

**Financial Management**

* To show due diligence in exercising purchasing responsibility and to ensure the probity of any transaction.
* To work with the Fundraising Manager to ensure the cost effectiveness of all methods of community fundraising.

**Responsibility for Patient/Client Care**

* To ensure all patients and their families involved in fundraising activities are treated with sensitivity and confidentiality at all times.

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| |  | | --- | |  | | **Equal Opportunities Statement**   * The hospice operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity policies in relation to employment and service delivery. * Unless the nature of the work demands it, applicants will not be required to disclose convictions which are ‘spent’ under the Rehabilitation of Offenders Act 1974. Having an ‘unspent’ conviction will not necessarily bar an applicant from employment or becoming a volunteer. This will depend on the background and circumstances to the conviction. * However, for Hospice based or patient facing roles, criminal records will be checked and taken into account for recruitment purposes when the conviction is relevant.   **No Smoking Policy**   * The Hospice is committed to a policy which discourages smoking and prohibits smoking on Hospice property and business outside it.   **Infection Control**   * The post holder is accountable and responsible for the prevention of healthcare associated infections by complying with all Infection Prevention & Control policies and procedures in line with legislation (Health Act 2006; Code of Practice for the Prevention and Control of Healthcare Associated Infections.)   **General Data Protection Regulations, Data Protection Act 2018:** and any relevant data protection legislation in force at any given time.   * To ensure compliance with all Hospice policies, and those procedures relevant to the area of work. * At all times maintain high levels of confidentiality and information security, complying with the relevant legislation such as the Data Protection Act and the Computer Misuse Act. * Where any processing of information takes place (paper records or electronically) ensure that the data is of good quality, accurate and relevant for purpose. * All employees must adhere to the Policy on Information Governance which provides guidance on the use and disclosure of information. The Hospice also has a range of policies for the use of computer equipment and computer generated information. These policies detail the employee’s legal obligations and include references to current legislation.   **Confidentiality**   * Your attention is drawn to the confidential nature of information collected and used throughout the Hospice.  The unauthorised use of disclosure of patient, staff or other personal information is a dismissible offence.  The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the Data Protection Act. * You are required to observe the strictest confidence regarding any Confidential Information relating to work of the Hospice, its patients/clients and its employees. * “Confidential Information” includes but is not limited to information relating to the Hospice received by you in the course of your employment with the Hospice, information relating to patients, personnel information, budgeting and financial information and information in respect of which the Hospice owes a duty of confidentiality to a third party. * You are required not to disclose any Confidential Information either during or after your employment, unless expressly authorised to do so by the Hospice or required in the proper performance of your duties or as required by law. * This obligation will cease only when such information comes into the public domain other than through unauthorised disclosure by you. * Failure to comply with these requirements could result in action being taken under the Hospice’s Disciplinary Policy and Procedure. * This obligation is without prejudice to the law concerning protected disclosures in the Public Interest Disclosure Act 1998 (the so-called “Whistleblowers Act”).   **Health and Safety**   * All employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.   **Safeguarding Duty**   * It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Children and Adults as stated in the Safeguarding Policy. This applies to all staff.   **Notes**   * You will be required to assess all risks to your systems, processes and environment and contribute towards the clinical and corporate governance agenda as appropriate. * You will be expected to produce work to a high standard and to promote quality at all times. * You will be expected to keep yourself updated on all matters relating to Hospice policy. * You must familiarise yourself with matters relating to Health and Safety management as they affect you personally and / or the Hospice. * You will be expected to participate in the staff appraisal scheme.   **Assurance Statement**   * The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear. * It is the responsibility of all employees to adhere to general policies and procedures as detailed in the Staff Handbook and other individual policies. * The above Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.   **Changes To This Job Description**   * Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.   **Summary**   * This job description is an outline of the key tasks and responsibilities of the post. The post holder will be expected to undertake additional duties as the requirements of the post change.  |  |  | | --- | --- | | **Person Specification**  **TITLE: Community Fundraising Officer** |  | | **DEPARTMENT: Fundraising** |  | |  |  | | |
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| Criteria for Selection | Essential | Desirable | Application | Interview |
| **Education/Qualifications**  Educated to Degree level or equivalent  Minimum GCSE Grade C or above in English and Maths  Sales/Marketing/ Fundraising Qualification | Y | Y  Y | Y  Y  Y |  |
| **Knowledge**  Knowledge of the principles of good donor management or customer care  Excellent working knowledge of MS Office and databases  Awareness of legal and financial aspects of licensing and charity law  Knowledge of the local community and the Warrington area  Knowledge of regional and national fundraising environment and relevant trends | Y  Y  Y  Y | Y | Y  Y  Y  Y | Y  Y |
| **Experience**  Experience of fundraising  Experience of working with volunteers or in a volunteering environment  Experience of supporter development and relationship management  Understanding of budgeting and financial management  Experience of managing events  Proven track record in achieving financial and non-financial targets  Experience in a professional role, mixing with a variety of people in business and social situations  Experience of working in a sales/target driven environment | Y  Y  Y  Y  Y  Y | Y  Y | Y  Y  Y  Y  Y  Y  Y  Y | Y  Y |
| **Skills**  Able to work on own initiative  Negotiating and influencing skills  Ability to develop and motivate individuals and groups  Strong team work and interpersonal skills  Excellent time management skills  Experience of risk management and writing risk assessments  Ability to communicate clearly and influence people to support St. Rocco’s  Highly developed presentation skills to effectively deliver presentations to a wide and varied audience  Ability to work under pressure in a busy environment | Y  Y  Y  Y  Y  Y  Y  Y | Y | Y  Y  Y  Y  Y  Y  Y  Y | Y  Y  Y  Y |
| **Personal Qualities**  Professional  Willing to learn  Creative  Sociable and friendly  Innovative, self-motivating, target driven  Excellent team working skills  Enthusiastic, energetic, positive attitude  Ability to empathise and be sensitive in difficult situations  Passionate about the work and ethos of the hospice | Y  Y  Y  Y  Y  Y  Y  Y  Y |  | Y  Y | Y  Y  Y  Y  Y  Y  Y |
| **Additional Requirements**  Reliable and prepared to work outside normal working hours as appropriate  Driving license and ability to travel throughout the local area | Y  Y |  |  |  |