HOSPICE AT HOME
WEST CUMBRIA
Enhancing life, excelling in care

Registered Charity No. 1086837

Job Description

Job Title:	Fundraising Assistant
Tenure:	Permanent
Base:	Workington Head Office
Responsible to:	Fundraising Team Leader
Responsible for:	No direct reports
Salary:	£25,314
Hours:	37.5

JOB SUMMARY:

The role of Fundraising Assistant is based within the Marketing & Income Generation (MIG) team. The overall purpose of the MIG Team is to raise the profile of Hospice at Home West Cumbria (HHWC) and to generate income to support all Hospice activities.

The post holder will play a key role in assisting the team to achieve these objectives by ensuring donations and data is accurately processed and recorded. Develop and maintain strong communications with supporters throughout their stewardship journey.

Working closely with the colleagues across fundraising to help coordinate fundraising initiatives, managing registrations, sending out fundraising materials and supporting with event logistics.

DUTIES AND RESPONSIBILITIES OF THE POST

The Marketing & Income Generation Team are looking for a friendly, organised and enthusiastic Fundraising Assistant to join their passionate team. This is a varied, hands-on role, providing essential support across fundraising administration, supporter stewardship and data management, while assisting with the delivery of fundraising campaigns, events and initiatives.

Key responsibilities of the job:

- Act as a friendly and professional first point of contact for supporters by phone, email and in person.

- Initiate and develop positive relationships with supporters through excellent written communications encouraging ongoing engagement.

- Accurately process donations and payments, ensuring timely donor acknowledgments and compliance with cash handling policies and procedures.

- Takes the lead as the fundraising database administrator. Supporting regular reviews of the database and the annual data cleanse. Ensuring:

    - all donor records and communications preferences are accurate
    - create tags to segment fundraising activities and supporters
    - data selection - creating lists for data analysis and reporting
    - platform record integrations
    - Manages data reports to enable mailing lists to be kept up to date.

- Coordinates fundraising and marketing stock including researching products, managing inventories and ordering stock and materials.

- Handles high volumes of confidential data and information, storing and retrieving it following the internal data management policy.

- Develops a detailed knowledge of the work of HHWC, acting as an ambassador within the community to raise awareness of the organisation and inspire support from existing and potential new supporters.

- Assist with event coordination and logistics, including occasional evening or weekend events.

- Support the administration and engagement activity for a charity lottery

- Ability to identify opportunities suitable for social media to promote HHWC and supporter stewardship.

- Helping deliver fundraising campaigns, delivering materials to support fundraisers in the community. Carrying out cheque presentations, and gathering information for the marketing team for our social media platforms

Personal Development:

- To be committed to personal and professional development and engage in mandatory and statutory training as required.

- Set challenging goals through the appraisal process to ensure the effective delivery of personal objectives.

- To keep updated with current policies and procedures.

General:

- To ensure that personal conduct, ways of working and work activities are always aligned to the Hospice's purpose and values.

- In accordance with the Data Protection Act 2018 and the General Data Protection Regulations, to ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.

- To promote and foster the Hospice's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.

- To adhere to the Health and Safety policy and report all accidents, incidents or near misses promptly and when requested to co-operate with any investigations undertaken.

- To be aware of obligations and to abide by the spirit and nature of the Equal Opportunities policy to avoid direct and indirect discrimination.

- To undertake any other duties which may be reasonably required.

Person Specification - Fundraising Assistant

	Qualities Required	Essential (E) Desirable (D)	Method of Assessment
Practical Knowledge and Qualifications	Business admin. qualification at NVQ level 2 **OR** qualification in a related subject **OR** relevant experience	E	A/I
	Knowledge of income processing and financial procedures	D	A/I
	Knowledge of fundraising, or UK GDPR would be advantageous	D	A/I
Skills and Competencies	Ability to perform mathematical calculations manually	E	A
	Excellent communicator with strong written and verbal skills, exceptional attention to detail and a high standard of accuracy, grammar and spelling	E	A
	Strong organisational and administrative skills, with the ability to prioritise, use initiative and meet deadlines under pressure	E	I
	Ability to work both independently with minimal supervision and collaboratively as part of a team	E	A/I
	A full UK driving licence is essential for this role. The postholder will be responsible for transporting event equipment, promotional materials and fundraising goods to community venues and must have access to a suitably insured vehicle for business use, as required	E	A
	Ability to build and maintain relationships with individuals and other organisations	E	A/I
	Self-motivated with a positive attitude and demonstrable strive to find practical solutions to problems seeing what needs to be done and gets on and does it	E	A/I
	Approachable, professional and compassionate	E	I
	Flexible in times of change and support new ways of working	E	I
	Ability to handle sensitive information and maintain confidentiality	E	A
Experience	Experience of working with Microsoft office, CRM systems and databases	E	A/I
	Experience of working in a customer facing role	D	A
	Previous charity, fundraising or non-profit experience would be advantageous	D	A
	Previous experience supporting events or donor communications would be beneficial	D	A

A = Application Form, I = Interview, E = Exercise