

## GENERAL INFORMATION

Job Title:	<b>Community and Events Coordinator (Fundraising)</b>
Hours:	Full time at 37.5 hours per week
Terms & Conditions	In accordance with the Hospice pay terms and conditions
Responsible to:	Chief Executive
Accountable to:	Chief Executive
Main Base:	Alnwick or Berwick centre with a requirement to visit the other centre and travel throughout North Northumberland

## 1. OVERALL AIM

To develop relationships with key stakeholders and partners to ensure the delivery of hospice-led activities and events in the community in order to generate income to fund palliative and end of life care across North Northumberland.

## 2. MAIN DUTIES AND RESPONSIBILITIES

### Main Responsibilities:

#### Communication and relationships

- Build and maintain excellent communication and relationships with key partners and stakeholders.
- Maintain excellent communication and relationships with all HospiceCare staff and volunteers.
- Communicate sensitively with patients if required.

#### Individual Giving

- Nurture relationships with existing donors to encourage increased contribution to the hospice.
- Identify ways to improve the donor journey to ensure donors feel their contributions are valued and encourage more individual givers to support the hospice.

#### Hospice-led events

- Build on the existing annual programme of fundraising events, thinking creatively to develop innovative ideas and new opportunities.

- Prepare and agree event budgets and annual programme with Hospice CEO.
- Work closely with volunteers to plan and deliver events efficiently and profitably.
- Review all event and expenditure against budgets.
- Maintain detailed records of events including relevant volunteer feedback to promote continuous improvement.

### **Community Fundraising**

- Develop ways of recognising and encouraging those who already fundraise on our behalf.
- Actively recruit and motivate local supporters and fundraising groups across our community offering appropriate advice, resources and recognition.
- Identify and develop fundraising opportunities throughout North Northumberland with formal local groups and associations, e.g. clubs, schools, workplaces.

### **Marketing / PR**

- Seek out and exploit all appropriate means of marketing events and raising awareness of HospiceCare services.
- Promote and participate in a programme of HospiceCare Talks / Presentations to local groups.
- Support the regular production of a newsletter for supporters and interested parties.

### **General**

- There will be a requirement to work some evenings and weekends in order to attend/support events.
- Have a flexibility to work on own initiative as well as with other team members and volunteers. There will be a requirement to work with volunteers, including delegating and supervising tasks and managing their time.
- Take responsibility for all administration associated with key tasks, monitoring any work delegated to admin staff or volunteers.
- Maintain and assist in development of relevant areas of HospiceCare contact database.
- Be aware of and comply with relevant legal requirements relating to fundraising, volunteers, charity accounting, health and safety.
- Produce reports as required.
- Identify new and innovative ways to create new income streams for the Hospice.



- Regularly monitor, review and improve all activities.
- Maintain confidentiality of all personal information.
- To undertake any other duties as appropriate within the competence level and general level of responsibility of the post as required by the CEO.

**This role description is intended as a basic guide to the responsibilities of the post and is not exhaustive and may be subject to review in consultation with the post holder**

## **PERSON SPECIFICATION**

**DISCLOSURE / LEVEL**

A Disclosure Barring Service check is required.

**Prepared by:**

Mike Thornicroft, Interim CEO

June 2022.

<b>CRITERIA</b>	<b><u>ESSENTIAL</u></b>	<b>DESIRABLE</b>
<b>KNOWLEDGE</b>	<p>GCSE (or equivalent) grade C or above in English and Maths.</p> <p>Knowledge of the local rural geographical area that HospiceCare North Northumberland supports.</p>	<p>Institute of Fundraising Certificate.</p>
<b>SKILLS</b>	<p>Excellent communication and inter-personal skills to build relationships with a wide range of people in a variety of situations.</p> <p>Negotiation and persuasion skills.</p> <p>Good attention to detail and level of accuracy, with the ability to devise communications that contain accurate grammar and spelling and simple mathematical calculations manually.</p> <p>Computer and IT literate.</p> <p>Well organised, able to plan, prioritise and manage own time and work under pressure to deliver projects to deadlines.</p> <p>Ability to look for new approaches/ways of working.</p> <p>Able to work independently with minimal day to day supervision, and as part of a team.</p> <p>Flexible approach to working and can support others in time of pressure.</p> <p>Able to deal with sensitive situations in an appropriate manner.</p>	



<p><b>EXPERIENCE</b></p>	<p>Experience in a customer service role/or equivalent.</p> <p>Experience leading/supporting events.</p>	<p>Experience of fundraising or working within a voluntary organisation.</p> <p>Experience of working with volunteers.</p> <p>Experience working with a CRM database or equivalent.</p>
<p><b>ADDITIONAL REQUIREMENTS</b></p>	<p>Independently mobile and able to travel to locations throughout Northumberland.</p> <p>Flexibility to work some evenings and weekends.</p>	

