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**Fundraising Co-ordinator**

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| Job Title:  | Fundraising Co-ordinator |
| Department: | Community Engagement  |
| Location: | St Catherine’s Hospice |
| Salary:  | £24,000 (pay award pending) |

| Job Summary |
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**JOB DESCRIPTION**

Working closely with members of the Fundraising team, you will be at the heart of our fundraising success, providing warm and friendly stewardship to supporters and groups within our community to deliver their own fundraising activities.

You will act as the first point of contact within the fundraising team ensuring supporters have an excellent experience of raising income for St Catherine’s Hospice, encouraging repeat support and motivating individuals by ensuring they feel valued when raising as much money as possible. This role is office based with occasional work outside of contracted hours to support with fundraising and wider team events.

This role is office based and involves co-ordinating volunteers within the team, as well as occasional work outside of contracted hours to support with fundraising and wider team events.

| Main Duties and Responsibilities |
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| * Provide warm and friendly stewardship to supporters. Achieve this by understanding their needs and providing appropriate levels of support.
* Ensure that all third-party fundraising activities are recorded on Donorflex (CRM Software) and supported either remotely or collaboratively with the Fundraising leads and Communications Team.
* Play an active part in delivering the annual fundraising plan.
* Provide reports and information about activities, performance, supporters, as necessary and upon request.
* Ensure that accurate and up to date records are kept for marketing preferences, Gift Aid declarations and communications are recorded on Donorflex.
* Provide supporters with the information and advice to enable them to organise their own fundraising events and activities in line with industry regulations.
* Work with and co-ordinate a team of volunteers to provide excellent recognition and supportive calls and emails to those who have provided support to the hospice.
* Contribute effectively at team meetings, work collaboratively with team members when required and offer support when needed.
* Where appropriate arrange for representatives from the hospice to attend cheque presentations, supporter events and shows to provide good supporter relations.
* Work as part of a team with fundraising and other colleagues across the hospice to maximize fundraising opportunities at events and cross selling other fundraising opportunities.
* Occasionally work outside of regular working hours to support hospice events and undertake any additional responsibilities as reasonably required within your skills and experience.
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# VOLUNTEERS

# The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

# CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

# DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

**PERSON SPECIFICATION**

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| ESSENTIAL  | DESIRABLE  |

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| Qualifications  |
| * Educated to GCSE level (including Math and English or recognised equivalent)
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| Relevant Experience |
| * Track record of managing and developing relationships with individual donors or customers.
* Experience of using a relationship database to support, inform and report on customer/fundraising activity.
* Experience of supporting multiple projects, meeting deadlines and paying close attention to detail.
 | * Previous experience of working with volunteers
* Experience of using digital channels for marketing and stewardship activity
* Understanding of the fundraising code of practice and current legislation within the charity sector.
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| Key Skills & Abilities  |
| * Excellent and adaptable communication skills and advanced interpersonal skills
* Excellent time management skills
* Proactive team player with the ability to persuade, negotiate, influence and motivate others
* Ability to present to a variety of audiences
* Proficient IT skills in Word, Excel, PowerPoint, the internet, databases, Microsoft Teams and social media platforms.
* Resilience – particularly when faced with setbacks
* Willingness to work outside agreed hours on an occasional basis
* Self-motivated and committed to achieving targets
* Ability to listen and act on feedback
* Ability to produce reports, spreadsheets and briefings
* Attention to detail/accuracy
* Team player and can-do attitude
* Ability to work independently with limited supervision and prioritise effectively
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| Other |
| * Commitment to personal and professional development
* An understanding of and demonstrable commitment to the hospice’s values of caring, compassionate and committed, as a framework for decisions, actions and behaviours.
* Understanding and commitment to the aims of Equality, Diversity and Inclusion
* Appreciation of confidentiality
* Flexible and proactive working approach
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