



<b>JOB DESCRIPTION:</b>	<b>BIG HOOT INTERN ASSISTANT</b>
<b>REPORTS TO:</b>	<b>COMMUNITY RELATIONSHIPS FUNDRAISING MANAGER</b>
<b>ACCOUNTABLE TO:</b>	<b>DIRECTOR OF INCOME GENERATION</b>
<b>BASED AT:</b>	<b>St Elizabeth Hospice, field based</b>

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## **JOB SUMMARY**

As our Big Hoot Intern Assistant, you will be part of our team helping us to deliver our Wild in Art trail in 2022. This is an exciting project and will help provide you with experience and skills in a number of areas including event management, community and corporate fundraising. Your role will assist us in our planning, implementation and delivery of the Big Hoot trail in Summer 2022.

## **RESPONSIBILITIES**

- Assisting with the organisation and management of our Big Hoot and Little Hoot events for sponsors, schools and artists.
- To work with the Big Hoot Project Group providing support across all activities where required
- Supporting the project team with research, information and making follow up phone calls to interested schools and groups
- Provide support with the Big Hoots artists programme helping with the artist shortlisting, matching event and artist decorating space
- Work with the team to manage the day to day upkeep of the CRM database Donorflex
- Help support the Community Fundraiser with pitching to schools, supporting schools and groups with their fundraising, delivery of the little hoots.
- General administrative duties – including taking telephone calls, dealing with enquiries, ordering stationery, preparing materials, sending fundraising packs.
- Providing support to the Marketing team with various materials such as dissemination of materials, production of the App or any other marketing literature.
- Support the staff team with the set-up of the Big Hoot Trail, Big Hoot launch event and other key events including Suffolk Show, Farewell Weekend and Auction.
- During the Big Hoot Trail provide support on the route, at key locations, in our pop up shops
- To provide an exceptional level of supporter care and stewardship throughout your work with businesses, schools, artists, and volunteers.
- To assist with the collation of information and statistics for the Big Hoot evaluation.
- To work with colleagues to ensure that any potential leads are followed through and recorded.
- To have a sound understanding of all facets of work undertaken by St Elizabeth Hospice.
- To attend events and activities outside of normal working hours including weekends and Bank Holidays as required.

### **PERSONNEL RESPONSIBILITIES**

- To recognise indications of staff stress and to facilitate staff support.
- To recognise the value of volunteer contribution and play an active part in their support and development where appropriate.
- To participate in the induction of new staff, as required.

### **EDUCATIONAL RESPONSIBILITIES**

- To participate in the hospice education programme as required
- To provide feedback on any training to the wider Income Generation and Marketing team as appropriate.

### **PERSONAL DEVELOPMENT**

- To develop and maintain a sound understanding of all facets of the work undertaken by St Elizabeth Hospice and the Hospice movement and the Big Hoot Trail
- To devise and execute in conjunction with the Community Relationship Fundraising Manager a personal development plan in line with hospice objectives and personal needs.
- To maintain and increase personal professional skills.

### **ORGANISATIONAL RESPONSIBILITIES**

- To uphold the hospice and individual teams values at all times.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To work at all times within the policies of the hospice and act within Care Standards at all times.
- To ensure effective use of resources.
- To play an active part in the development and maintenance of good relationships with all who have business with the hospice.
- To promote the hospice philosophy of care towards patients, relatives and visitors.

Because of the special nature of the Hospice and its work the post holder may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE LINE MANAGER IN CONJUNCTION WITH THE POSTHOLDER.

**PERSON SPECIFICATION  
BIG HOOT INTERN ASSISTANT**

<b>Requirement</b>	<b>Essential/Desirable</b>
<p><b>Qualifications &amp; Training</b></p> <ul style="list-style-type: none"> <li>• Currently studying at University or College on a course where skill set and experience will support their development</li> <li>• Educated to minimum GCSE level with excellent spoken and written English (grade C+).</li> </ul>	<p>Essential</p> <p>Essential</p>
<p><b>Knowledge &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• Knowledge and experience of event planning</li> <li>• Knowledge of basic budgeting for events/projects</li> <li>• Knowledge or experience of using a database</li> <li>• Experience of presenting information face to face, or via email</li> <li>• Experience of working with volunteers</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
<p><b>Specific Skills</b></p> <ul style="list-style-type: none"> <li>• IT literate – fully conversant with all Microsoft packages including Outlook</li> <li>• Excellent Communication skills</li> <li>• Good time management, multi-tasking skills and ability to work with tight schedules / deadlines</li> <li>• Attention to detail and keen eye for written and numerical accuracy</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• Ability to work as part of a team and independently and to take direction</li> <li>• Calm under pressure</li> <li>• Own transport &amp; current driving licence</li> <li>• Natural 'problem solver'</li> <li>• Resourceful and persuasive</li> <li>• Excellent relationship builder</li> <li>• Positive, flexible, 'can do' attitude</li> <li>• Ability to work flexibly when required</li> <li>• Enthusiasm and demonstrable interest in the work of St Elizabeth Hospice</li> <li>• Building a future career in charity/events sector</li> </ul>	<p>All Essential</p>



# St Elizabeth Hospice Values

## **Be a team**

Work together and listen to each other's opinions, experiences and knowledge

Be a good communicator

Be successful - achieve results

Be supportive

Be approachable

Be fun

Be safe

## **Be an ambassador**

Be a proud ambassador for everything we stand for

Be proud to work for the hospice and for making a difference

Be an educator

Be passionate

Be professional

Be positive

## **Be part of the future**

Positively engage with change

Be reflective and open to learn from experiences

Show excellence in your work

Be innovative

Be creative

Be bold

## **Be caring**

Be committed to providing the best possible care for our patients and their families

Appreciate and value our supporters

Be polite and helpful

Be happy and smile

Be considerate

Be respectful

Be sensitive

## **Be a good communicator**

Be thoughtful in your communication

Take responsibility for accessing the information available to you

Be open, honest and forthcoming

Be approachable and responsive

Be transparent

Be consistent