



**JOB DESCRIPTION:** **FUNDRAISING ASSISTANT**  
**REPORTS TO:** **Community & Projects Fundraising Manager /**  
**Corporate & Sponsorship Fundraising Manager**  
**ACCOUNTABLE TO:** **Head of Fundraising**  
**BASED AT:** **ST ELIZABETH HOSPICE**

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**JOB SUMMARY:**

The role holder will work as a key support to the Fundraising Team with a focus on Community and Corporate Fundraising to help contribute to the successful delivery of the Fundraising Strategy and fundraised income. The role holder will be responsible for administration, stewardship, and assisting in the delivery of key events, initiatives and activities in the fundraising calendar.

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**RESPONSIBILITIES:**

- To provide administration support to deliver specific team led events for example: Christmas Tree Recycling, Great Garden Trail, Ride Fest plus third party events and supporter lead activity
- To update the database and ensure all details are kept up-to-date with event registrations, communications, pledges and donor details and supporter journeys are accurately recorded
- To be responsible for booking of equipment, collection tins, ordering stationery, preparing materials, sending fundraising packs etc. required by the fundraising team
- Provide support for our quarterly supporter thank-you events and our annual Thank-a-thon
- Giving exemplary customer support by taking telephone calls, dealing with enquiries, following up approaches and to provide professional after sales customer service
- Assist with researching lead generation opportunities, compiling prospect lists and booking meetings.
- To provide an exceptional level of supporter care and stewardship throughout your work with supporters and volunteers in order to help build and maintain ongoing relationships.
- To spot opportunities and refer leads to other income generation & marketing colleagues.
- To build and maintain excellent working relationships with other income generation & marketing colleagues, regularly seeking out others to share information and learn about forthcoming activities.
- To be responsible for issuing and delivery/pick up of collection tins and buckets
- To work closely with the team and deputise when required including attending some events, cheque presentations, meetings or activities to represent the hospice.
- To ensure an accurate and up to date knowledge of all income generation & marketing activities to be able to confidently talk to supporters about ways they can support the Hospice.
- To work within charity legislation and ensure best practice at all times.
- To work flexibly outside of normal office hours where required to attend and support fundraising events or activities.

**PERSONNEL RESPONSIBILITIES:**

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

### EDUCATIONAL RESPONSIBILITIES:

- To participate in the Hospice education programme.
- To give feedback from attended education programmes/study days.
- To train and support volunteers in areas of your role that complement the various tasks you are responsible for.

### PERSONAL DEVELOPMENT:

- To devise, with your line manager, a personal development plan in line with the Hospice objectives and personal needs.
- To maintain and increase personal professional skills.

### ORGANISATIONAL RESPONSIBILITIES:

- To work within the policies of the Hospice and act within Care Standards at all times
- To uphold the hospice and individual team values at all times
- To ensure effective use of resources.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- 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 postholder may on occasion be asked to undertake other duties to help maintain our work.*

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

## O U R V A L U E S



st Elizabeth hospice.org.uk

**PERSON SPECIFICATION  
FUNDRAISING ASSISTANT**

<b>Requirement</b>	<b>Essential/Desirable</b>
<b>Qualifications &amp; Training</b> <ul style="list-style-type: none"> <li>• English and Mathematics</li> </ul>	All Desirable
<b>Knowledge &amp; Experience</b> <ul style="list-style-type: none"> <li>• Previous experience in a busy customer service and administrative role</li> <li>• Experience of co-ordinating multiple projects simultaneously to meet deadlines</li> <li>• Experience of meeting income targets</li> <li>• Experience of fundraising or working in a charity environment</li> </ul>	Essential Essential Desirable Desirable
<b>Specific Skills</b> <ul style="list-style-type: none"> <li>• Able to develop relationships with volunteers and supporters via telephone, email and face to face</li> <li>• Able to communicate in a positive and pleasant manner over the phone and in-person</li> <li>• Experience of using a database - Donorflex or other CRM</li> <li>• Advanced user of Microsoft packages including excel, word, PowerPoint and outlook</li> <li>• Accurate with a keen eye for detail</li> <li>• Excellent verbal and written communication skills</li> <li>• Strong organisational skills and ability to multi-task, think on feet and cope with pressure</li> <li>• Able to work independently and to deadlines</li> <li>• Able to supervise the work of volunteers</li> </ul>	Desirable Essential Essential Essential Essential Essential Essential Essential Desirable
<b>Personal Qualities</b> <ul style="list-style-type: none"> <li>• Calm under pressure</li> <li>• Confident and mature attitude</li> <li>• Team player</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>• Own transport &amp; current driving licence</li> </ul>	Essential Essential Essential Essential Essential Essential Essential Essential Essential