

st elizabeth hospice

Job title:	Fundraiser
Reports to:	Individual Giving Manager
Department:	Fundraising
Based at:	St Elizabeth Hospice Ipswich or Great Yarmouth & Waveney

Job summary:

Working within the Individual Giving Team, this role delivers multi-channel fundraising campaigns, Regular Giving, seasonal appeals and our flagship Christmas Appeal, helping to grow income and build lasting relationships with supporters. The role supports In Celebration fundraising, developing meaningful ways for people to celebrate loved ones and special moments while supporting hospice care.

Working closely with colleagues across Fundraising, Marketing and Communications and Clinical Services, the postholder is responsible for telling powerful stories, delivering exceptional supporter experiences and ensuring every interaction reflects the warmth, compassion and ambition of St Elizabeth Hospice.

Safeguarding responsibilities:

- To demonstrate a commitment to keeping adults and young people safe
- To report any disclosure made to you to the appropriate person
- To report any safeguarding concerns in the workplace to the appropriate person
- To maintain an awareness of the hospice's policies in relation to safeguarding

Key responsibilities:

- Deliver Individual Giving fundraising campaigns, including the hospice's flagship Christmas Appeal, seasonal appeals and multi-channel fundraising activity.
- Support the development and growth of the Regular Giving programme, delivering activity that acquires, retains and stewards supporters.
- Develop and deliver In Celebration fundraising, creating meaningful opportunities for people to celebrate loved ones and special occasions while supporting hospice care.
- Support the planning and delivery of remembrance fundraising activity, including Light Up a Life and Suffolk Remembers.
- Create compelling fundraising content and supporter communications across print and digital channels that inspire support and strengthen engagement.
- Deliver an outstanding supporter experience through timely, personalised stewardship, acknowledgements and meaningful supporter journeys.
- Build positive relationships with supporters, families, volunteers and colleagues to maximise engagement and income opportunities.
- Monitor, evaluate and report on campaign performance, using supporter insight and data to continually improve fundraising activity.

- Identify and test new fundraising ideas and opportunities that increase supporter engagement, income and long-term value.
- Maintain accurate supporter records and ensure all activity complies with data protection legislation, fundraising regulation and hospice policies.
- Support fundraising activity for the hospice's Capital Appeal, contributing ideas, content and supporter engagement as the campaign develops.
- Work collaboratively across Fundraising, Marketing and Communications, Retail and Clinical Services, championing the hospice's values and contributing to wider organisational priorities.

Responsibilities for all staff:

- Act as a positive ambassador for St Elizabeth Hospice
- Where the postholder is a member of a professional body, comply to the professional standards set by that body. Ensure registration is current and practice continuous professional development.
- 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 high standards of care and engagement.

This job description is not necessarily exhaustive and may be subject to review by the line manager in conjunction with the postholder.

Person specification: Fundraiser

Requirement	Essential	Desirable
Qualifications & training	• Good standard of education including English and Maths (or equivalent)	• Membership of the Chartered Institute of Fundraising
Knowledge & experience	• Experience in fundraising, marketing, communications or a similar customer-focused environment • Experience of planning and delivering projects • Experience of using CRM systems and supporter data • Experience of building positive relationships with a wide range of stakeholders • Good level of competence in Microsoft Office and digital systems • Willingness to undertake relevant training and development	• Experience of working within the charity or healthcare sector • Experience of Individual Giving and/or Direct Marketing • Experience of promoting Regular Giving, In Memory or In Celebration fundraising • Experience of fundraising campaign delivery • Knowledge of Gift Aid, GDPR and fundraising best practice
Specific skills	• Strong organisational and project management skills • Excellent written and verbal communication skills • Confident communicating with a wide range of people	
Personal qualities	• Passionate about hospice care and the difference fundraising can make • Compassionate and emotionally intelligent • Resilient and adaptable to changing priorities • Collaborative, enthusiastic and supportive	• Willingness to work flexibly, including occasional evenings and weekends, in support of team activities