



Job Title: Community & Events Fundraising Assistant

Salary: £25,000

Location: Bray Lake

Hours: 37.5 per week

Reports to: Senior Events Fundraiser

Responsible for: Community & Events volunteers

Overview:

We are always looking for excellent people to bring their skills, values driven behaviours and commitment to ambition to deliver “quality of life, to the end of life, for everyone” to join our charity.

As one team we raise money, support each other whether in clinical teams, or corporate services to ensure everything runs efficiently and smoothly and delivers the best outcome for our patients and their families. Being part of a great team in a complex organisation is demanding, but also really rewarding. If you want to be part of our Fundraising Team, then we’d love to work with you.

Culture:

We look for people who really care about their work and have huge amounts of compassion to give. If you want to work as part of a culture which develops your skills and values, and builds your confidence to be the best version of yourself, then this is the right place for you. We work hard to look after our people, our patients, our families and our reputation.

All patients are Thames Hospice patients and therefore we always support the patient and their family irrespective of our individual role. We represent the wider charity and clinical model at all times.

Our organisational values are:



Responsibilities:

Care with Agility: *excellent care and support tailored to patients and families in their preferred setting:*

- Provides timely and personalised stewardship to enhance donor engagement and retention, and thus a greater income flow to improve patient care.
- Acts as the first point of contact for community and events supporters, handling calls with sensitivity and professionalism

Financial Sustainability: *generating sustainable funding with integrity to ensure excellent hospice care:*

- Ensures efficient use of administrative systems and resources to support
- Ensures compliance with fundraising regulations and ethical standards.

Supportive Culture: *fostering an inclusive, compassionate culture, ensuring outstanding care and management:*

- Promotes a culture of gratitude and recognition for donors, volunteers, and supporters
- Builds effective and supportive relationships with colleagues across teams.

Extending reach: *expanding access to our services, ensuring equitable care for all, especially underserved communities:*

- Builds relationships with community groups and networks to grow support.
- Helps maintain accessible and user-friendly communication channels for Thames Hospice supporters

Specific Role Responsibilities:

- This post will support the Community and Events Fundraising Team on day-to-day administration of all fundraising activity
- Ensure that all supporter records are updated regularly on our database (currently Donorfy)
- Manage collection boxes and buckets collectors to ensure the charity is following the best practice guidelines relating to collections
- Thank donors and giving brilliant and creative stewardship
- Represent the Hospice at events and when meeting supporters, as required
- Manage and support the crew of volunteers who support with events and community fundraising
- To take on other specific fundraising and direct marketing responsibilities or other duties at the request of the Head of Public Fundraising and the Director of Fundraising
- Liaise with suppliers to order events collateral and support with the preparation and execution of fundraising events
- Manage fundraising resources and prepare packs for supporters
- This role involves physical tasks such as standing for long periods, lifting equipment, and working outdoors. Applicants should be comfortable with the physical nature of the work. Reasonable adjustments will be made where required.

Person Specification:

- Excellent relationship builder
- Flexible, can-do attitude and good team player – this role involves working very closely and collaboratively with colleagues in the fundraising team and wider office
- Ability to work independently to general guidelines, with capability to use initiative and seize opportunities
- Ability to remain calm and self-controlled under pressure
- Computer literate and confident in using all Microsoft Office programmes
- Fluent in written and spoken English

Desirable

- Experience of CRM software (we use Donorfy)
- A proven interest in the charity sector and specially working within community and/or events. Demonstrate by volunteering/work experience

Special conditions of appointment to this role:

- Appointment is subject to a Basic Disclosure and Barring Service check*, occupational health assessment and right to work in the UK checks.
- Access to own vehicle and current driving licence required with insurance for “Business Use”
- Occasional extended hours or weekend work as required