



Jersey Hospice Care JOB DESCRIPTION

Job Title:	Relationship and Fundraising Administrator
Reports to:	Relationship Manager
Department:	Income Generation and Marketing
Hours:	37.5 hours per week (part time hours would also be considered)
Working Pattern:	Monday – Friday (some evening / weekend for events)
Contract Type:	Permanent

General

Jersey Hospice Care is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

Job Summary

The Relationship and Fundraising Administrator will play a key role in supporting the Relationship Manager and the Income Generation and Marketing Team in delivering a well-structured, high quality, data driven approach to vital administrative, organisational and relationship support across Jersey Hospice Care's corporate and major donor partnerships.

This role requires strong technical and administrative capability, including effective use of fundraising CRM systems, accurate data handling, structured reporting and preparation of high-quality written materials.

The post holder will support partnership research, data analysis, donor stewardship and the preparation of proposals and briefings, along with support in the coordination of events. They will also help ensure partners, donors and supporters feel valued and engaged, supporting day-to-day stewardship activity, communications, event coordination and reporting. They will work collaboratively with colleagues across the Income Generation and Marketing team and will contribute to insight-led improvements in supporter engagement.

This role would suit an organised, analytical individual with strong digital and written communication skills and the ability to manage multiple tasks accurately and efficiently. The post holder will bring energy and fresh ideas into the team and have the personal drive to execute them.

Job Context

The post holder will be based at Jersey Hospice Care, Mont Cochon, attending external meetings off-site as required. Core working hours will be Monday – Friday 9:00 – 17:00, with flexibility to attend meetings and events outside of core working hours as required.

Nature and Scope of Role

The accountabilities of the role will include but are not limited to supporting the Relationship Manager and Director of Income Generation and Marketing (where applicable) in the following areas:

1. Partnership research, support and stewardship
2. Relationship development and donor stewardship support
3. Communications and event support
4. Administration and reporting

In addition, the post holder is required to operate in adherence to Jersey Hospice Care Culture Pathway, Vision, Mission, Values and Behaviours.

1. Partnership research, support and stewardship

- Support the Relationship Manager in developing and maintaining sustainable regular net income through medium to large multi-year gifts, Sponsorships and Charity of the Year agreements.
- Working with the Relationship Manager, conduct structured research on corporates and high-value donors using internal and external data sources, to deepen our understanding of their interests and motivations.
- Assist in the coordination and delivery of partnership activities such as presentations, events, campaigns and communications.
- Assist in the production of well-structured stewardship packs, including data, impact reporting and key performance information.
- Work collaboratively with internal teams to gather accurate and relevant information for donor communications.
- Stay informed about changes in the corporate and major donor fundraising landscape and adopt best practices.

2. Relationship development and donor stewardship support

- Support in the creation of donor and partner proposals, including preparation of data, impact metrics and budget information.
- Assist with maintaining and developing structured donor journeys within the fundraising CRM.
- Monitor engagement activity, producing reports that inform stewardship and donor development priorities.

- Support the Relationship Manager in developing opportunities to deepen existing partnerships and supporter relationships.
- Work with the Relationship Manager to raise income as per the agreed annual budget.
- Work with the Marketing and Communications team ensure relevant stock of collateral and merchandise for meetings, events and activities.
- Assist with the development and implementation of programme of relationship development, stewardship and cultivation events.
- Liaise and collaborate with colleagues within the Income Generation Team and wider Hospice to identify potential cross team working opportunities to ensure the charity maximises income and engagement of donors and highlights the impact of our services.
- Work with the wider income generation team contributing to overall fundraising targets.
- Represent Jersey Hospice Care at events where appropriate.

3. Communications and event support

- Represent and be an ambassador for Hospice at events and face to face meetings.
- Assist in the organisation and delivery of key fundraising events and small intimate stewardship events, to achieve, or exceed income and engagement targets and objectives.
- To provide active support to a range of events including data preparation, managing participants, sending information, monitoring online giving pages and on the day set up and pack down.
- Always work to the highest level of discretion and confidentiality.

4. Administration and reporting

- Maintain accurate and up to date records on Jersey Hospice Care's CRM (Customer Relationship Management) system Donor Flex.
- Run CRM reports, develop data segments and support the production of dashboards and monitoring tools.
- Undertake data cleansing, reconciliation and quality checks to ensure insight accuracy and compliance.
- Support donation processing, acknowledgement and audit-ready documentation.
- Manage all incoming department communications, both postal and via dedicated fundraising inboxes.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Jersey Hospice Care are expected to comply with the general duties detailed below:

Infection Prevention and Control - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

Safeguarding - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children, and young persons. All employees are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical employees and all clinical employees will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

Information Governance - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

Governance - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health & Safety - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self, or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Volunteers – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

OTHER INFORMATION

Data Protection - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

Equal opportunities statement - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforces. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate

on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

Jersey Hospice Care operates a strict no smoking policy.

NB: Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

PERSON SPECIFICATION		
Relationship Assistant		
Essential Criteria for selection		Desirable Criteria for selection
Qualifications and Training		
Knowledge and Experience	<ul style="list-style-type: none"> • Strong analytical skills with the ability to produce structured insight reports. • Experience of working in an administrative, customer or supporter-focused role. • Excellent organisational skills, with the ability to manage multiple priorities. • Excellent written communication skills with a focus on accuracy and clarity. • Strong administration skills – for example, documenting meetings and maintaining data records. 	<ul style="list-style-type: none"> • Knowledge of the principles of fundraising including identification and research. • Experience of assisting with the creation of compelling pitches, presentations and proposals. • Experience of collaborating with team members / other departments. • Understanding of fundraising and data protection compliance. • Proven history of contributing to the delivery of projects from start to finish.
Technical abilities	<ul style="list-style-type: none"> • Experience using fundraising CRM systems (e.g., DonorFlex, Salesforce, Raiser's Edge) for reporting and segmentation. • Strong proficiency using Microsoft office products – Word, Outlook and Teams. • Intermediate Excel skills (e.g., pivot tables, lookups, data cleansing). 	<ul style="list-style-type: none"> • Experience producing dashboards or data visualisation

	<ul style="list-style-type: none"> • Strong technical and administrative skills, including accurate data handling and record management. • Good analytical skills with the ability to produce structured insight reports. • Power BI, CRM reporting tools 	
Personal attributes	<ul style="list-style-type: none"> • The ability to work, communicate and influence effectively and professionally with all stakeholders, and with discretion when required. • Excellent written and verbal communication skills. • Ability to work on own initiative and meet tight deadlines. • Organised, discreet, tactful and able to maintain a high-level of confidentiality. 	

JERSEY HOSPICE CARE BACKGROUND

Specialist Palliative Care Team – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

In Patient Unit – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

Bereavement & Emotional Support Service – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

Education, Learning and Development Team - The Education, Learning and Development Team co-ordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education

across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

Retail - There are two Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen, both operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

Income Generation team - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

Volunteers - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

Support Services - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team, and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.