



# Thames hospice

**Job Title:** Office Manager (Fundraising)

**Salary:** £27,846

**Location:** Bray Lake, Maidenhead

**Hours:** 37.5 hours per week

## About Thames Hospice

Thames Hospice is a leading UK Hospice that provides specialist palliative and end-of- life care for adults and young adults (16 years plus) with life-limiting illnesses, as well as supporting loved ones and carers. Situated by Bray Lake, between Windsor and Maidenhead, the Hospice is set in stunning grounds with breath-taking lake views.



The Hospice offers a range of services to meet the growing needs of our local community in East Berkshire and South Buckinghamshire. Rated Outstanding by the Care Quality Commission, our services include:

- Inpatient Services in a 28-bed unit
- Hospice at Home Services, including a 24/7 advice line and care provided by specialist team of Consultants, Doctors, Nurses and Health Care Assistants
- Outpatient Services, including Day Therapy, Lymphoedema Service; Physiotherapy, Occupational Therapy, and Complementary Therapy
- Pastoral Care and Counselling Support for patients and close family

The Hospice currently needs to raise £19 million per year to sustain our services. We rely on the support of our community to fund our services as we receive only a 34% of our funding from the NHS.

## Culture:

We recruit fundraisers that demonstrate excitement, passion for the cause, are innovative, brave, positive and a strong determination to bring in the income needed. We will support you to which develops your skills and builds confidence so that you can be the best version of yourself. We work hard to look after our people, our patients, our families and our reputation.

Our values are the essence of our culture and inspire our behaviour:



### Compassion

Compassion for everyone in a safe and caring environment



### Ambition

The desire and determination to serve everyone in our community



### Respect

Respect for everyone's dignity



### Excellence

Committed to excellence in everything we do

## Key Working Relationships

Internal – The Fundraising team, the Marketing Team, Exec Team, Clinical, Finance & Facilities Teams.

External – Major donors and supporters, volunteers, patients and their families

### Responsibilities:

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

- Develops and adapts fundraising campaigns to respond quickly to emerging hospice and patient needs.
- Provides timely and personalised stewardship to enhance donor engagement and retention, and thus a greater income flow to improve patient care.
- Uses data and feedback to refine fundraising approaches and improve responsiveness, further enhancing income and thus patient care.

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

- Plans and delivers diverse income streams including individual giving, events, grants, and corporate partnerships.
- Sets and monitors fundraising targets, ensuring activities are cost-effective and aligned with strategic goals.
- Prepares compelling funding proposals and impact reports to secure and retain support, potentially managing multiple projects simultaneously.
- Ensures compliance with fundraising regulations and ethical standards.
- 

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

- Works closely with colleagues across departments to align fundraising with service delivery and communications.
- Promotes a culture of gratitude and recognition for donors, volunteers, and supporters.
- Shares fundraising insights and successes to build organisational understanding and enthusiasm.
- Supports team wellbeing and development through collaboration and knowledge sharing.
- Builds strong, trust-based relationships with donors, supporters, and partners.
- 

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

- Develops inclusive campaigns that resonate with a wide range of audiences and communities, through use of fundraising platforms, CRM systems, and digital tools.
- Uses digital platforms, events, and partnerships to broaden Thames Hospice's reach and communicate its impact.
- Engages new supporters through innovative and accessible fundraising initiatives.
- Builds relationships with community groups, businesses, and networks to grow support.

### Key Responsibilities specific to the role

- Act as first point of contact for incoming calls, supporter enquiries, donations, and visitors to reception.
- Provide high-quality supporter care by phone, email, and in-person; logging information accurately on our CRM (Donorfy).
- Support the team to manage supporter donations, community and funeral collections, online payments, and thank-you correspondence.
- Monitor and respond to shared inboxes, including Supporter Care and cover for colleagues during leave.
- Oversee general office management, including post, stationery, store cupboards, room bookings and working closely with the facilities team.
- Support financial administration, including credit card invoices, Amazon orders, Sum-Up devices, and liaising with Finance.
- Coordinate diaries, department meetings, agendas, speakers and room bookings. Support the Fundraising director with diary management.
- Produce and distribute the weekly Monday Fundraising Update email and schedule fundraising communications throughout the year.
- Support internal and external events, stewardship activities and supporter engagement events.
- Provide administrative and practical support across teams, covering colleagues when required.
- Support HR-related processes including, DBS renewals, T&A approvals and return-to-work documentation.
- Provide cover for the CEO's office, when the EA is on annual leave (to be trained and developed as the role progresses)
- Manage multiple tasks in a busy team managing your own physical and mental wellbeing.

## Person Specification

- Experience of providing administrative or PA/EA support to a team or individual and managing relationships with care and authority.
- Able to demonstrate excellent interpersonal skills to positively influence stakeholders.
- Being proactive and able to organise time effectively; prioritising workload and meeting deadlines; working effectively and collaboratively within a team.
- Highly organised with strong attention to detail.
- Confident communicator with a friendly, professional approach.
- Comfortable handling sensitive supporter conversations and financial transactions.
- Able to manage multiple priorities and respond flexibly to ad-hoc requests.
- IT confident, with experience using databases and office systems (CRM experience desirable), Microsoft Office and Teams.
- A collaborative team player who enjoys supporting others and keeping things running smoothly.
- Experience with tools such as, and Microsoft Office to support daily operations.

## 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.

## Benefits of working for Thames Hospice

- Free parking at our Hospice
- Café with 25% staff discount
- Generous annual leave entitlement – 27 days' annual leave plus bank holidays, rising to 28 days with +5 years' continuous service (pro-rata for part-time)
- Attractive contributory pension scheme
- Employee discount scheme via Blue Light Card for amazing high street discounts at retailers, restaurants, cinema and so much more
- Family-friendly policies, to include enhanced maternity, adoption, paternity and shared parental pay
- Occupational sick pay
- Death in Service benefit
- Employee recognition programme
- Free eye tests
- Free 24-hour confidential advice via our Employee Assistance Programme (EAP)
- Staff forums and staff surveys
- Opportunities for training and further development
- Access to online learning
- In-house manager development programme