

Greenwich & Bexley Community Hospice Job Description

Job title:	Community Fundraising Assistant
Hours:	Full time, Monday - Friday
Department:	Fundraising
Reports to:	Community Relationships Fundraising Manager
Accountable to:	Director of Income Generation
Location:	The Hospice, 185 Bostall Hill, Abbey Wood, SE2 0GB
Salary:	Band 3

Job purpose:

As a key role within the fundraising department, you will act as the first point of contact and be responsible for responding to all community fundraising enquiries and supporting the community fundraising manager to meet income targets for the community fundraising team.

To support the work of the Community Fundraising Team by providing administrative assistance and supporting with the coordination and delivery of community events and campaigns.

To deliver first class stewardship for supporters, dealing with enquiries and ensuring timely and tailored communications to nurture relationships and foster long-term engagement.

Main responsibilities:

- Administer and support the operations of the Community Fundraising department on a day-to-day basis.
- Act as the first point of contact for all community supporters and internal stakeholders, ensuring that supporter enquiries and requests are dealt with promptly and professionally always providing an excellent customer experience.
- Develop and sustain positive relationships with individuals, companies and groups, including supporter groups and community-own event organisers to encourage them to raise funds for GBCH.
- Process donations in line with relevant policy and procedures, ensuring accurate documentation in accordance with financial audit requirements.
- Develop and implement a high standard of processes within the community team, ensuring tailored and timely acknowledgements, and working closely with the supporter care team to ensure best practice for donation processing across the whole fundraising team.
- Lead on the administration and record keeping for Hospice collection boxes, including sending these out in the community, making sure they are acknowledged and thanked.

- Support fundraising appeals, campaigns and events as advised by the Community Relationships Fundraising Manager.
- Ensure stocking of community fundraising stationary, marketing materials and equipment; coordinating orders, monitoring stock and sourcing suppliers for new materials.
- Support with maintaining the donor database; ensuring optimum quality and integrity of data and producing accurate data queries and reports as necessary.
- To be proactive across social media and digital platforms, contributing ideas and ensuring high quality engagement with supporters across campaigns and event sign-ups.
- Help recruit, induct and supervise volunteers to assist with fundraising activities in line with policies and procedures.
- To publicise and promote all aspects of fundraising and the services of GBCH to attract new supporters and raise awareness of the Hospice.
- Attend events organised by or on behalf of GBCH, attend networking events and support the Community Relationships Fundraising Manager in giving talks and presentations.
- Working hours require flexibility as weekend and evening work will be required.
- To be proactive in approaching new contacts in the community either via telephone, email or face-to-face.
- Proactively keep abreast of fundraising and relevant legislation and of the fundraising marketplace, identifying changes and trends ensuring compliance and maximising opportunities.
- Use an approved project management approach to provide support for the delivery of delegated projects to specification, on time and within budget.
- Plan and prioritise own varied and demanding workloads and impose appropriate deadlines, applying effective time management skills to ensure these are met.
- Assist with other fundraising activities as required by line management or the Head of Fundraising.

Person Specification – Fundraising Assistant

	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none"> • A level or equivalent 	<ul style="list-style-type: none"> • Degree level • A Valid Full UK Driving License and access to own transportation
Experience	<ul style="list-style-type: none"> • Experience in delivering administrative support in a professional office environment or work within a customer-focused environment. 	<ul style="list-style-type: none"> • Fundraising, marketing or communication experience • Experience of using databases. • Experience of research and compiling reports • Experience of coordinating events
Knowledge	<ul style="list-style-type: none"> • Understanding of the importance of great customer care • Computer literacy – Microsoft Office - Word, Excel, email, internet 	<ul style="list-style-type: none"> • Knowledge and understanding of the requirements of the data protection legislation and confidentiality • An understanding of the Hospice and the services that it provides • Understanding of online content management systems and social media sites.
Skills/ Abilities	<ul style="list-style-type: none"> • Excellent verbal and written communication skills with ability to adapt communications for different audiences • Ability to work independently and as a member of a team • Excellent attention to detail • Good interpersonal skills with the ability to confidently communicate with a wide range of people at all levels • Good organisational skills with the ability to manage tasks simultaneously and prioritise to meet deadlines 	