

Queenscourt Hospice Role Description

Post:	Fundraising Assistant
Reportable to:	Community and Challenge Events Fundraiser
Accountable to:	Fundraising Manager
Grade:	Corporate Band B

Role Summary:

The Fundraising Assistant will be responsible for supporting the delivery of an exciting range of fundraising activities. You will provide excellent customer service to Queenscourt Hospice supporters and use your exceptional administration and organisational skills to aid the smooth running of the fundraising team. You will be a great team player, armed with excellent organisational skills and a positive, can-do attitude.

You will provide outstanding supporter care and as first point of contact for our supporters you will need to be a confident communicator with the ability to build personable and effective relationships. The post holder will regularly liaise with patient and families, both face-to-face and in writing who may be distressed due to emotional circumstances.

The Fundraising Assistant position is a forward-facing role within Queenscourt Hospice, serving as a vital anchor to support the fundraising team in achieving the organisation's fundraising objectives.

The post holder will also liaise with staff and volunteers of Queenscourt, corporate bodies and members of the public. They will be a proactive, well organised team player, with a systematic approach to their work and have excellent attention to detail.

Within this role, there will be a requirement for social contact with patients and/or patient families.

Some out of hours working is essential in this role.

Main Duties and responsibilities:

Fundraising Events and Campaigns

1. To provide administrative support to the fundraising team across a wide remit of work e.g. events, campaigns, appeals as well as day to day general admin
2. To act as the first point of contact for, and respond to, all fundraising enquiries and provide efficient and effective supporter care.
3. To be the first point of contact for fundraising queries and donations made in person at the Hospice reception. Responsible for cash-handling or receiving cheques – sometimes for large amounts - and providing a receipt.
4. To prepare and send out acknowledgement and thank you letters for all forms of donations. Frequently reviewing content of template correspondence letters to ensure they are up to date.

5. To input and maintain accurate and up-to-date records of supporters, organisations and corporate bodies on Harlequin database, in accordance with General Data Protection Regulations.
6. Using Harlequin database, run reports as required, in particular for regular mail-outs.
7. Co-ordinate the collection box volunteers in a cost efficient way e.g. collecting within a geographical patch close to their home address.
8. Maintain records on Harlequin of where Queenscourt's collection boxes are located and ensure the hosts receive appropriate acknowledgement and information.
9. Along with other members of the Fundraising team facilitate the donor journey by providing administrative support at each stage of the journey as required e.g. as supporter moves from initial capture/donation to regular giver etc.
10. Note and transcribe minutes for team meetings.
11. To represent Queenscourt by attending and/or facilitating various fundraising events and activities in the community.
12. Liaise with the Finance team to ensure systems and procedures are adhered to and that all donations are processed and recorded correctly.
13. Process new direct debit (DD) requests for regular giving supporters and requests to cancel. This involves notifying third party DD collectors of request for set up; sending written confirmation of request to the supporter and updating the QCH Finance team.
14. Contact donors to resolve financial queries.
15. Monitor the text-to-donate payments system ensuring that payouts are received post event

Policies and Procedures

16. Understand and comply with the policies and practices of Queenscourt.
17. Be aware of and adhere to IOF Guidelines, charity sector best practice and fundraising legislation.
18. To participate in an annual development and review process.
19. To attend statutory training in accordance with Queenscourt requirements.

Health and Safety

20. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.

Other

21. Maintain absolute confidentiality in all areas of work.
22. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity.
23. Undertake any other duties appropriate to the grade and relevant to the objectives of the wider team as agreed with the Fundraising team.

NOTE:

This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.

Person Specification – Fundraising Assistant

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> Minimum of level 2 literacy and numeracy 	<ul style="list-style-type: none"> IT qualification such as ECDL or CLAIT Fundraising qualification 	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> Experience of using a CRM database Previous experience providing administrative support to a busy office 	<ul style="list-style-type: none"> Experience of hospice fundraising Experience of using Harlequin database 	Application Form Interview References
<u>Skills & knowledge</u>	<ul style="list-style-type: none"> Excellent IT skills in Microsoft Office applications, particularly Word and Excel Excellent customer care skills Excellent organisation and prioritisation skills Attention to detail and high level of accuracy Strong written and oral communication skills Understanding of GDPR and requirements of data protection 	<ul style="list-style-type: none"> A demonstrable understanding of hospice philosophy Knowledge of the local area Understanding of the donor journey 	Application Form Interview References Test
<u>Personal Qualities</u>	<p>Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers. Willingness to be hands on and ability to mix with all sections of the community.</p> <p>Must have own car and driving licence.</p>		References Interview
<u>Disclosure and Barring Service (DBS)</u>	This post is not subject to a disclosure and barring check		