

Job Description

Job Title	Grade
Events Fundraiser	Grade 3
Accountable to	Responsible for
Community & Events Fundraising Manager	n/a

Job Purpose and Role

To drive ambitious growth in fundraising across the Teesside area, focusing on delivering a portfolio community and hospice organised events to deliver income, brand awareness and to maximise supporter engagement. Providing exceptional donor care to Teesside Hospice supporters. This includes driving event registrations & engagement, delivering effective event promotion plans, engaging stewardship journeys and delivering accurate reporting of event KPIs.

Main Duties and key result areas

Individual/Team	<ul style="list-style-type: none"> Proactively seek opportunities to attract participants and generate income. Engage with the public, local businesses, employers and other community groups to actively promote of our events and challenges. Liaise with third party suppliers to manage our participation in third party events such as the Great North Run, Middlesbrough 10k etc, including organising volunteer cheering squads and receptions as appropriate. Engage with our supporters and provide excellent supporter care. Keeping on top of individual targets, and providing encouragement and support to help them reach their goals. Liaise with suppliers and event organisers to ensure all supporters are fully prepared and all challenge admin is completed. Support the Fundraising Manager with hospice and challenge event logistics, as required. Recruit and manage volunteers for our hospice and challenge events, including managing them on the day. Research and approach suppliers and potential Gift in Kind donors. Attend and participate in fundraising events which may include travel and anti-social hours. Identify supporter engagement opportunities, taking action where appropriate to cultivate support. Build and maintain relationships with donors through face to face, email and telephone.
Administration	<ul style="list-style-type: none"> Create, update and manage supporter records on all databases/CRM systems to enable accurate reporting measures to be undertaken. Maintain records, both digitally and paper based to ensure consistency and accuracy in a timely manner. Maintain files and documents, archiving duplication and unnecessary files, where appropriate.

	<ul style="list-style-type: none"> Respond to all fundraising queries and requests in a timely manner. Assist with the management of the department email inbox responding to contact requests and distributing the workload to relevant team members. Utilise online giving technology to enhance supporter experience and make it as easy as possible to maximise support.
Supporter Care	<ul style="list-style-type: none"> React to all incoming queries in a positive and proactive manner Assess supporter needs and be proactive in responding and offering help and support Be proactive in offering alternative ways to support the charity Be proactive in growing supporter engagement, income generation and ensuring add on fundraising methods are captured i.e. gift aid, consents etc.

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.

Delivering to our Values	
<p>Accountable</p> <ul style="list-style-type: none"> Lead by example ensuring compliance of the Code of Conduct. Able to justify your actions or decisions Take personal responsibility for your actions 	<p>Trustworthy</p> <ul style="list-style-type: none"> Able to be relied on as honest and truthful Be authentic and transparent at all times Respond to the needs of the business and deliver what is expected Maintain a professional image at all times.
<p>Integrity</p> <ul style="list-style-type: none"> Have a strong personal sense of integrity Work effectively and do the right thing Behave consistently in line with personal and hospice values 	<p>Ethical</p> <ul style="list-style-type: none"> Adhere to professional and clinical standards Maintain appropriate boundaries and relationships Avoid actions that could cause harm either directly or indirectly Ability to challenge unethical behaviour
<p>Compassionate</p> <ul style="list-style-type: none"> Use kind language and behaviour Feel/Show sympathy and concern for others who need our support and help 	<p>Skilled</p> <ul style="list-style-type: none"> Seek opportunities to learn Ensure the support and services we offer are effective Update knowledge and skills, in line with legislative changes

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed **Date**

Print name

Person Specification

Attribute	Detail	Essential or Desirable
Skills & Abilities	Strong planning and organisational skills and an ability to manage a demanding workload with a flexible and collaborative approach	E
	Excellent people skills and the ability to form and maintain professional relationships	E
	Presentation skills and confidence to deliver talks and presentations to the public	E
	Ability to work to tight deadlines, under pressure and in a busy environment	E
	Act in a professional manner and able to deal with people at all levels within the organisation.	E
	Excellent IT & digital skills	E
Knowledge & Experience	Be able to demonstrate at least 2 years' experience in a similar role	E
	Previous experience managing a charity's participation in large, third party & mass participation events.	D
	Experience of keeping on top sponsorship targets and providing excellent supporter care.	D
	Experience of recruiting and managing volunteers.	D
	A clear understanding of data protection and confidentiality	E
	Excellent digital and social media knowledge	E
	Understanding of supporter retention	D
	Understanding of charity legislation	D
	Knowledge of online fundraising platforms	D
	Experience of using a CRM system	D
Experience of working with a wide variety of people both internally and externally.	E	
Education & Qualifications	Good standard of education/literacy/numeracy	E
	Clean & current driving licence	E
Personal Attributes/ Key skills	Ability to work as part of a team	E
	Ability to remain calm and professional during difficult situations.	E
	The ability to multi-task and prioritise whilst working to tight deadlines	E
	Be proactive, positive and enthusiastic	E
	Excellent communication skills both written and verbal	E
	Ability to work with minimal supervision, taking responsibility for your own work.	E
	An understanding of, and empathy for, the work of Teesside Hospice	D
	Flexibility to work unsocial hours, including weekends and evenings, and to travel as required	E