



Job Description

Job Title: Fundraising Assistant

Reports to: Fundraising and Lottery Manager

Base: Hospice (Hindley)

Date: May 2023

Job Purpose:

- Be the first point of contact for supporters, volunteers and the general public, handling queries via email, telephone and in person.
- Provide administrative support to the fundraising team.
- Generate fundraised income in line with agreed annual targets.

Objectives	Typical Tasks
Team support	1. Work as part of the Fundraising Team, as directed by the Fundraising and Lottery Manager, to support existing events and activities and contribute to the development of new ones. 2. Provide excellent customer service to hospice supporters to ensure they feel valued and appreciated, communicating with supporters via telephone, email and in person. 3. Ensure the fundraising inbox is monitored regularly and enquiries are dealt with promptly. 4. Process payments, produce posters for community events, extract data for mailings and write thank you letters and cards. 5. Represent the Hospice at external events, including those taking place outside of normal working hours, to raise the profile of the Hospice and to receive presentations. 6. Use the hospice's customer relationship management (CRM) database to ensure all forms of communication and data are captured accurately. 7. Maintain the fundraising storeroom and ensure all files, paperwork and fundraising equipment is stored appropriately.

Risk & compliance	1. Ensure compliance with all Data Protection (GDPR) and Information Governance policies and standards. 2. Ensure Hospice fundraising records are properly maintained and available for audit or inspection.
Safe working environment	1. Be aware of own (and team's) obligations under Health & Safety legislation.
Continuous self-development:	1. Take responsibility for own professional development, identifying training and development needs to line manager. 2. Complete annual electronic mandatory training. 3. Attend specialist training and development activities within the hospice.
Hospice philosophy:	1. Adhere to and promote the core values of the Hospice i.e. Compassion, Accessibility, Respect and Excellence-CARE. 2. Act in a non-discriminatory manner. 3. Maintain confidentiality at all times. 4. Act as a positive role model to the team and wider community. 5. Undertake any other duties that are in keeping with the values of the hospice that you have the skill and ability to carry out.

Person Specification		
	Essential	Desirable
Skills & Experience	Experience of working as part of a team. Ability to prioritise duties and work using own initiative. Confident when speaking to members of the public and able to generate income from attending events and speaking directly to new and existing donors. Experience of Microsoft Excel, Word, Outlook and other software systems.	Experience of fundraising. Experience of using design software and social media in a professional capacity. Experience of customer database systems. Experience of cash handling, banking and reconciliation. Ability to produce reports from databases and spreadsheets. Full driving licence with access to own vehicle.
Aptitudes & personal characteristics	Approachable, motivated, enthusiastic and willing to help and support others. Ability to manage time, plan workload effectively, be self-motivated and meet deadlines. Excellent organisational skills. Prepared to undertake any further training and development that may become necessary for the role. An empathy for the Hospice values and mission. Committed to anti-discriminatory practice and equal opportunities.	