

Role Profile



St Nicholas Hospice Care is recognised as a great place to work, to learn and to grow. Where everyone matters, where everyone is encouraged, energised and enabled to play their part in delivering our vision.

Job role	Community Fundraiser
Reports to	Community Fundraising Manager
Location	Hardwick Lane, Bury St Edmunds
Job Purpose	<p>Be the face of St Nicholas Hospice Care in the local community, proactively seeking opportunities to engage with new and existing supporters.</p> <p>Ensure our supporters have the guidance and tools they need to make the most of their fundraising.</p> <p>Support the delivery of key fundraising initiatives and events to achieve income targets.</p> <p>Ensure fundraising volunteers are well-managed, valued, and that we continue to develop our network of support.</p>

What the job involves

Key Responsibilities:

- Work with the Community Fundraising Manager to develop operational plans and budgets. Carefully manage income and expenditure relating to own area of responsibility, reviewing performance and making improvements to deliver income targets.
- Motivate and support a portfolio of individual supporters to fundraise for the Hospice, ensuring fundraising is maximised and supporters are retained. Proactively seek opportunities to build new fundraising relationships with individuals, groups and organisations in our community.
- Provide the highest possible standards of supporter care, in order to make the most of every interaction. Communicate with supporters in a prompt and professional manner, ensuring they feel acknowledged and valued.
- Maintain accurate and organised supporter records on our CRM database.
- Collaborate with the Marketing team to develop and deliver plans for the promotion of community fundraising products and activities.
- Recruit, manage and effectively support fundraising volunteers to help deliver community fundraising activities.

- Collaborate with the wider fundraising team to support other areas of income generation activity, as required.
- Maintain an up-to-date knowledge of the Fundraising Code of Practice, GDPR and other legal and regulatory guidelines relevant to community fundraising.
- Follow processes and procedures to ensure that our fundraising activities are efficient, well-managed and delivered in line with best practice. Ensure best practice is adhered to by donors and supporters, providing tools and guidance as appropriate.
- Maintain an awareness of Hospice services and activities that may lead to potential fundraising opportunities.
- Build good working relationships with all internal and external stakeholders. Contribute to a positive, ambitious and solution-focused culture within the Fundraising team.
- Act as an ambassador for St Nicholas Hospice Care, demonstrating professionalism and living our values.
- Engage with the wider hospice and charity sector, learning from peers and sharing best practice.
- Be flexible with regards to attending occasional meetings and events outside of normal working hours, including at weekends.

What we want from you

	Essential	Desirable
Skills and attributes	<p>Displays integrity, honesty and respect for others. Builds positive relationships with key stakeholders.</p> <p>An effective communicator, with good written and verbal presentation skills.</p> <p>Strong interpersonal skills, with the ability to influence.</p> <p>Well-organised and able to manage a busy workload.</p> <p>Able to work effectively within a team, but also on own initiative.</p> <p>Good numerical skills. Comfortable working with data and databases.</p> <p>IT literate and comfortable with all Microsoft packages.</p>	<p>Has a professional fundraising qualification.</p> <p>Maintains an up to date knowledge of the sector, spotting trends and responding to opportunities.</p>
Knowledge and experience	<p>Has experience of working to a budget and achieving targets.</p> <p>Has experience of using a CRM database.</p>	<p>Has previous experience of working in a fundraising environment.</p> <p>Has worked in a Hospice or healthcare environment.</p> <p>Has experience of working with volunteers.</p>

	Has knowledge of fundraising compliance and best practice in community fundraising.	
Other requirements	<p>Empathy with the work and values of St Nicholas Hospice Care.</p> <p>Sensitive to the issues and concerns facing those living with dying, death and grief.</p> <p>Flexibility with regards to attending occasional meetings and events outside of normal working hours, including weekends.</p> <p>Full, clean, current driving licence.</p>	

August 2022