

Role Profile



St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job role	Fundraising Assistant (events and community)
Department	Fundraising
Reports to	Events and Community Manager
Location	Bury St Edmunds Head Office and Clinical Site

Background Information

The Fundraising Assistant is part of the Fundraising Team within the Income Generation directorate.

The Fundraising Team plays a vital role in engaging supporters, delivering memorable fundraising events, and nurturing relationships across our local community. This role supports the team in delivering high-quality fundraising activities that help sustain the Hospice's mission.

We put our beneficiaries at the heart of what we do and strive to build lasting, value-driven relationships with our supporters. We do this by delivering a portfolio of engaging donation and fundraising opportunities.

Job Summary

The Events and Community Fundraising role supports the growth of St Nicholas Hospice Care's supporter base by helping to increase the volume and value of supporter relationships, engage new audiences, and drive sustainable income growth. The postholder will assist in the planning, delivery, and promotion of key fundraising events and challenges, ensuring income and ROI targets are met.

They will provide essential administrative and logistical support to ensure smooth execution of activities, while helping to maintain strong supporter relationships through excellent communication and stewardship. The role also supports the recruitment, coordination, and motivation of fundraising volunteers, ensuring they feel valued and contribute positively to the Hospice's work.

Key Accountabilities & Responsibilities

Operational delivery

- Assist colleagues to plan, support and deliver the Hospice-Led events portfolio (and other activities where specified) ensuring all income generation opportunities are maximised and an excellent supporter experience for all participants.
- Provide logistical coordination of volunteers across the fundraising team to ensure one point of contact and stewardship.
- Help to support and maximise Third Party-Led Event and Challenge fundraising initiatives helping to ensure that high quality stewardship is given to all participants, from registration to thanking, to increase banking rates, average value, gift aid uptake and encourage repeat participation.
- Where necessary and as instructed, liaise with the Marketing Team to develop and deliver plans for the promotion of specified activities including Events and Challenges as

well as supporter-led fundraising activities, including participant support materials that maximise engagement and fundraising income.

- Coordinate and oversee volunteers to assist with community events and activities
- Contribute to the development and execution of the Hospice's wider income generation strategy, working with the manager to help inform and update on income, participant numbers, data and other elements that will help the manager deliver operational plans and budgets.
- Take an active interest in the events and community fundraising environment
- Be involved in specific market research work as directed by the Events & Community Manager
- Collaborate with the wider Fundraising Team to support other areas of income generation activity, as required and requested by Manager.
- Where required, assist in the development of relationships with external partners and networks.
- Work with others to ensure all activities meet fundraising best practice, legal requirements and health & safety regulations, including the development of risk assessments and incident management plans.
- Maintain accurate financial and supporter records to ensure participant relationships and sponsorship commitments are managed effectively.

Finance and governance

- Work within the budget parameters set by the Events and Community Manager and be aware of fundraising targets set for individuals and the timescales these work within.
- Maintain accurate records of donors, participants, and income using the Hospice's CRM system.
- Maintain accurate financial records, assist in monitoring progress against agreed budgets and KPI's, highlighting issues to the Manager for remedial action when required
- 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, support and guidance as appropriate.
- Champion best practice, helping to ensure that all relevant legal and regulatory compliance standards are met throughout all events and community fundraising activities.

Relationships

- Assist in maintaining relationships with all internal and external stakeholders, including colleagues, supporters, volunteers, event organisers and suppliers.
- Contribute to a positive, ambitious, solution-focused culture and champion a 'one-team' approach to achieving goals. Work with wider Income Generation colleagues to identify and maximise cross-selling and collaboration opportunities.
- Assist with the engagement and motivation of volunteers, both in advance and on the day at events. Ensure that they have clear roles and responsibilities, are productive, kept safe and have a positive experience of supporting the Hospice.
- Understand St Nicholas Hospice Care's Vision, Mission, Values, strategic aims and case for support.
- Engage with the wider fundraising sector where possible, learning from peers and sharing best practice.
- Act as an ambassador for St Nicholas Hospice Care, receiving donations and thanking supporters

Key Working Relationships

- Donors and Supporters – with a particular focus on event participants
 - Volunteers – advance and on-the-day support at events through communications
 - Community groups, organisations and individuals who are fundraising in aid of the hospice
 - Patients and families - providing excellent supporter care to our beneficiaries, with particular reference those who enquire about or participate in fundraising and taking into account the special motivations of those who are doing this in memory of someone
 - General public – provide information, support and guidance on fundraising activities
 - Fundraising Team colleagues – working collaboratively and sharing best practice
 - Marketing Team colleagues – working collaboratively on event promotion and stewardship materials
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Job Scope

Decision making level	<ul style="list-style-type: none"> • Work with other team members and make suggestions regarding operational delivery of fundraising activity including Events and Challenges, as directed by the relevant Manager.
Financial resources	<ul style="list-style-type: none"> • Support the Events and Community Manager to help achieve the relevant budget
Other resources	<ul style="list-style-type: none"> • Assist with branded materials and equipment e.g. promotional literature, clothing, merchandise items, branded event signage. • Along with colleagues help with the content of supporter information for event participants and third party fundraisers e.g. emails, letters, e-news.
People management	<ul style="list-style-type: none"> • Engagement of Fundraising Event Volunteers • Supporting office-based Volunteers • Support of In-Aid of fundraisers
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Be aware of Fundraising Code of Practice where required raise concerns with line manager for advice

Person Specification

Knowledge, qualifications and experience

Essential	Desirable
<ul style="list-style-type: none"> • Experience of planning and preparation of relevant activities. • Experience in an administrative or customer service role • Knowledge of fundraising compliance and best practice; Data Protection regulations; health and safety and legal requirements of event management. • Good IT skills with working knowledge of all MS Office packages. • Experience of working with CRM databases and the use of data insights. 	<ul style="list-style-type: none"> • Has worked in a Hospice or healthcare environment. • Event logistics experience • Worked in a fundraising environment. • Has worked with volunteers. • Experience of working in a busy fundraising team

Skills and abilities

Essential	Desirable
<ul style="list-style-type: none"> • Displays integrity, honesty and respect for others. • An effective communicator who builds positive relationships with key stakeholders. Able to handle challenging situations and people with tact and diplomacy • Good numeracy, analytical skills and comfortable working with data. • Well-organised and thorough, with good attention to detail. • Calm and works well under pressure. • Strong time and project management skills. Able to manage competing priorities and meet deadlines. • Resourceful and able to cope with unplanned situations. Remains calm under pressure. • Excellent teamwork skills and willing to work collaboratively to achieve team goals. 	<ul style="list-style-type: none"> • Basic understanding of the fundraising regulator

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| <ul style="list-style-type: none">• Positive, enthusiastic and ambitious. Able to lead by example and motivate supporters | |
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Other

- The role will require attendance at events and activities outside normal working hours, including evenings, weekends and extended hours. This is part of any contracted hours. However, on occasions, time off in lieu/pay will be available, by agreement with the line manager.
- The role may require occasional lone working and/or responsibility for managing lone working of other team members.
- Full Driving Licence and use of vehicle
- The role may require occasional travel and possibly overnight stays.

Standards and Expectations

Policies and Procedures

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality / Data Protection

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and Safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection Control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job Description

This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

Values

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**