



Job Description

1. JOB DETAILS

Job Title:	Community Fundraising Assistant
Location:	Searle House, Exeter EX2 5JJ
Team/Directorate:	Fundraising
Responsible To:	Public Fundraising Manager
Responsible For:	N/A
Accountable to:	Head of Public Fundraising

2. JOB PURPOSE

To support Hospiscare's community and in-memory fundraising efforts by assisting with stewardship, volunteer support, and campaign coordination.

3. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

3.1 Main Responsibilities

- Monitor and update digital fundraising platforms including Facebook and Much-Loved to ensure timely and engaging communication with supporters.
- Maintain relationships with Hospiscare Fundraising Support Groups through ongoing stewardship and recognition, to celebrate their efforts and ensure they remain engaged and motivated in their fundraising activities.
- Administer collection tin communications and logistics by ensuring regular rotation and prompt supporter acknowledgements, to maintain this source of income.

- Act as the first point of contact for supporter-led events by providing guidance and resources to ensure fundraising success.
- Assist with fundraising volunteer recruitment, onboarding and retention, to contribute to the growth and sustainability of Hospiscare's fundraising volunteer base.
- Maintain relationships with funeral directors by administering donations and providing stewardship to bereaved families to maintain this income stream.
- Administer Memory Tree donations to ensure accurate record-keeping and family support.
- Assist with promotional activities and the delivery of community and in-memory fundraising campaigns, to help achieve income targets and maximise visibility through both in-person and digital engagement.
- Provide planning and coordination support to the Area Fundraisers for community fundraising events to ensure their success.

3.2 Key Contacts

Internal:

- Public Fundraising Manager
- Area Fundraisers
- Fundraising Support Manager
- Fundraising Administrator
- Volunteers

External:

- Community supporters
- In-memory supporters
- Fundraising Support Groups
- Sponsors and suppliers

3.3 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
- Comply with safe working practices as defined by Hospiscare
- Complete online training as and when required
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
- Report any accidents, incidents or near misses as soon as reasonably practicable
- Manage own work life balance and general wellbeing, including any relevant pressures in respect of lone working, travel, difficult environments and challenging situations

3.4 General

- Be aware of and adhere to Hospiscare policies and procedures at all times
- Take part in progress/performance reviews throughout the year
- Cooperate with other Hospiscare departments
- Attend training courses and complete online training modules as required to meet the requirements of the post
- Take responsibility for own personal development, seeking out opportunities to learn new skills
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

3.5 Other

- Apply the Hospiscare values and behaviours to every aspect of the role at all times
- Promote and maintain the brand standards of Hospiscare

COMMUNITY FUNDRAISING ASSISTANT

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	Educated to GCSE level (or equivalent) including English and maths at Grade C/4 or above	
Experience	<p>Demonstrable experience in a customer-facing role delivering excellent customer service</p> <p>Demonstrable experience working with volunteers or community groups</p> <p>Demonstrable experience of supporting events or campaigns</p> <p>Demonstrable experience in using social media for promotion or engagement purposes</p>	<p>Experience in a fundraising environment</p> <p>Experience in administering digital fundraising platforms</p> <p>Experience working in a charity or not-for-profit organisation</p>
Knowledge	<p>Understanding of community fundraising and/or in-memory giving</p> <p>Understanding of basic digital tools and platforms for fundraising and communication</p> <p>Awareness of the importance of supporter stewardship and engagement</p> <p>Awareness of the General Data Protection Regulation (GDPR) and its relevance to fundraising activities</p>	<p>Knowledge of trends in community and in-memory fundraising</p> <p>Knowledge of donor management or Customer Relationship management (CRM) software</p>
Skills	<p>Developed communication and interpersonal skills</p> <p>Developed planning and organising skills</p> <p>Developed IT skills</p>	<p>Skills in designing engaging promotional materials and social media posts</p>

Personal attributes	<p>Ability to work autonomously, prioritising own workload and seeking advice/escalating issues when appropriate</p> <p>Able to work under pressure and meet deadlines</p> <p>A solution focussed approach</p> <p>Team player</p> <p>Able to demonstrate sensitivity when required</p> <p>Flexible and adaptable with the ability to respond positively to change</p> <p>Willingness to work flexibly and adapt to changing workloads</p> <p>Awareness of Equality, Diversity and Inclusion in all areas of work</p>	
Additional requirements	Willing and able to work occasional evenings and weekends	Familiarity with the area of Exeter, Mid and East Devon and Hospiscare's local communities

Job Description and Person Specification Agreement:
The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.

Post Holders Signature:

Date: