



Fundraising Assistant (various sites)

Job Description & Person Specification

JOB TITLE:	Fundraising Assistant
SALARY:	£18,000 per annum
HOURS:	37.5 hours
RESPONSIBLE TO:	Charity Chief Executive
ACCOUNTABLE TO:	Fundraising Manager
LOCATION:	Vacancies at Queen Elizabeth Hospital Birmingham, Good Hope Hospital, Heartlands Hospital

KEY WORKING RELATONSHIPS

Internal: Corporate & Community Fundraiser, Trusts & Foundations Fundraiser, Fundraising Officers, Communications Officers, Administration Officer, Charity Grants Officer, Senior Fundraisers, Head of Fundraising, Charity Chief Executive

Chairman and Board of Trustees, Communications Department, Hospital Executive Management Team

Consultants, Nursing staff, Clinical staff, Medical Secretaries, Administrative Staff

External: Fundraisers, donors, supporters, volunteers, corporate sector, community groups, events management, Association of NHS Charities, BBC, ITV, national and local media outlets

JOB SUMMARY

We are advertising three full time posts working for the umbrella charity University Hospitals Birmingham Charity, the official charity of four of Birmingham's largest hospitals – Queen Elizabeth Hospital Birmingham, Heartlands Hospital, Good Hope Hospital and Solihull Hospital.

Vacancies are available to work at Queen Elizabeth Hospital Birmingham, Good Hope Hospital or Heartlands Hospital.

The Fundraising Assistant will work closely with other members of the hospital charity, providing support to the fundraising team and the Charity overall.

Working as part of a team the post holder will have specific responsibility for accurate data inputting of donations, fundraising and Gift Aid claims and correspondence with donors and fundraisers.

The post holder will also learn how to organise and run events put on by the charity and its supporters. This role will involve regular evening and weekend work at charity events and as such is subject to a 7 day working week contract.

The post is suitable for someone who wishes to start a career in fundraising, or who has experienced fundraising in a voluntary capacity.

PRINCIPAL DUTIES

- Providing support to the fundraising team with specific responsibility for accurate data inputting of donations, fundraising, Gift Aid claims and correspondence both written and verbal with donors and fundraising.
- Organising fundraising events put on by the charity and its supporters. Booking venues, producing publicity material, ensuring events comply with all legal and financial controls.
- Processing of correspondence, reports and other documents as requested a daily basis with packages to include Microsoft Office i.e. Word, Excel Outlook, Access and PowerPoint, and donor database Raiser's Edge.
- Photocopying, distribution and dispatch, faxing and other administrative duties as appropriate.
- Organising meetings, conferences and fundraising events, to include booking rooms and refreshments and liaison with attendees.
- Dealing with incoming and out-going post, telephone and email, ensuring that it is dealt with effectively, efficiently and promptly.
- Collecting donations from across the hospital and meeting donors and fundraisers who come to the hospital.
- Banking donations and issuing receipts.
- Managing and prioritising unpredictable and frequently interrupted busy workload.
- To work with and deliver clear objectives and key performance indicators.
- To proactively contribute to the achievement of targets and the ongoing fundraising success of the Charity as a whole and to be a supportive, effective and collegiate team member.

COMMUNICATION

- Relaying accurate and timely information to the fundraising team, the Charity Chief Executive and Charity Trustees on a regular basis. Communicating with clinical and non clinical staff within the hospital. Communicating with donors and fundraisers.

- Dealing with enquiries from the general public, disseminating information and ensuring that the appropriate action is taken, whilst maintaining the Charity's policies and procedures

ORGANISATIONAL RESPONSIBILITIES

- Maintaining Raiser's Edge donor management system. Accurate data inputting of donations, fundraising, Gift Aid declarations, thank you letters and general archiving, production and upkeep of databases.
- Recording fundraising activity for other members of the team, including amounts raised and events attended.
- To organise with the rest of the team and charity manning levels of the office to ensure a continual service to the public.
- Monitoring and managing stock levels of fundraising materials.

PROFESSIONAL RESPONSIBILITIES

- Ability to present oneself in a professional manner as a representative of the hospital and the charity.
- To maintain confidentiality in all aspects of duty including fundraiser and donor data.
- To assist in maintaining accurate records and to complete and return as requested statistical data.
- To maintain an accurate effective database, recording essential information and providing statistical data in accordance with guidelines and policy using Raiser's Edge and Microsoft Office.

MISCELLANEOUS

- To represent the Charity in a variety of different contexts and to a variety of different audiences.
- To ensure that a positive image of the hospital and the Charity is projected at all times.
- To hold a flexible approach to working hours (the role will require the post holder to work evenings and weekends as necessary).
- To hold a flexible approach to work when asked to take on other fundraising or admin duties when the team needs to cover holidays, or at times of workload pressure.
- To adopt a supportive and collegiate approach when working with the fundraising team and other colleagues within the hospital.

The Fundraising Assistant will also carry out other projects and duties as directed by the Fundraising Manager and Charity Chief Executive.

NOTES:

This is not intended to be an exhaustive list of responsibilities but more an outline framework against which the post holder will be given flexibility to define the detail. Any changes will be the subject of consultation with the post holder.

All employees must adhere to and perpetuate Charity Policies and Procedures relating to:

- Health and Safety
- No Smoking at Work
- Equal Opportunities in Employment, including responsibilities under the Disability Discrimination Act.

Your attention is drawn to the confidential nature of information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1984.

Employees of the Charity are eligible to join a defined contribution pension scheme, to which the Charity will contribute 5% of an employee's annual salary in addition to employee contributions.



Fundraising Assistant

Person Specification

Competence	Essential	Method of Assessment
Education and qualifications	GCSE English Language or equivalent	Application
	GCSE Mathematics or equivalent	Application
	Competent in computer use including Microsoft Office or equivalent	Application
	Desirable Educated to degree level or equivalent	Application
Experience	Experience of administration in an office based environment	Application/Interview
	Experience in events management	Application/Interview
	Experience in meeting/event planning	Application/Interview
	Working on own initiative	Application/Interview
	Previous experience of working with senior staff	Application/Interview
	Experience of working with donors and fundraisers	Application/Interview
	Desirable Raiser's Edge donor database experience	Application/Interview
Experience in fundraising and/or events management gained in a charitable environment	Application/Interview	

	Experience of working and consulting with patients and/or the public	Application/Interview
Skills/Knowledge/Ability	Excellent written skills with first class spelling	Application/Interview
	Use of Microsoft Office including Word, Excel, Access, Outlook, Powerpoint along with other software packages	Application/Interview
	Ability to produce accurately typed and photocopied documents efficiently and to high standard	Application/Interview
	Ability to ensure accurate data inputting	Application/Interview
	Ability to work independently and under pressure, prioritising work to meet deadlines	Application/Interview
	Ability to deal with heavy, unpredictable workloads	Application/Interview
	Ability to set up and maintain organisational systems	Application/Interview
	Ability to work flexibly to meet the needs of the charity	Application/Interview
	Problem solving	Application/Interview
	Record keeping	Application/Interview
	Non-judgemental attitude	Application/Interview
	Accepts responsibility for own decisions	Application/Interview
	Ability to represent the Charity at events and functions	Application/Interview
	Good interpersonal skills and ability to influence people at all levels	Application/Interview
	Understanding and respect for the importance of patient confidentiality	Application/Interview
Desirable		
Understanding of the NHS and wider health and patient issues	Application/Interview	

Additional Information	A team player with a flexible approach. Available to work out of hours if required. Desirable Car driver	Application/Interview Application/Interview Application/Interview
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