



## Fundraising Assistant

### Job Description & Person Specification

**JOB TITLE:** Fundraising Assistant

**SALARY:** £17,000 per annum

**HOURS:** 37.5 hours

**RESPONSIBLE TO:** Charity Chief Executive

**ACCOUNTABLE TO:** Fundraising Manager

**LOCATION:** Good Hope Hospital

### KEY WORKING RELATIONSHIPS

**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

This is a full time post at the Good Hope Hospital Charity, the official charity of Good Hope Hospital. The charity is part of the wider University Hospitals Birmingham Charity, which is the official charity of Heartlands Hospital, Good Hope Hospital, Solihull Hospital and the Queen Elizabeth Hospital Birmingham.

The Fundraising Assistant will work closely with other members of the hospital charity, providing secretarial and administrative 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 secretarial and administrative 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.
- Typing and 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, attending and minuting meetings and conferences, to include booking rooms and refreshments and liaison with attendees.
- Organising electronic and paper diaries as requested.
- Dealing with incoming and out-going post, 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, Microsoft Office, Word and Access.

## **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 GCSE Mathematics or equivalent ECDL plus 2 years experience of using Microsoft Office or equivalent RSA II Typing or equivalent standard – advanced keyboard skills <b>Desirable</b> Educated to degree level or equivalent	Application Application Application Application Application
Experience	Experience of administration in an office based environment Experience in events management Experience in meeting planning and minute taking Working on own initiative Previous experience of working with senior staff Experience of working with donors and fundraisers	Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview
	<b>Desirable</b> Raiser's Edge donor database experience Experience in fundraising and/or events management gained in a charitable environment Experience of working and consulting with patients and/or the public	Application/Interview Application/Interview Application/Interview

<b>Skills/Knowledge/Ability</b>	Excellent written skills with first class spelling  Use of Microsoft Office including Word, Excel, Access, Outlook, Powerpoint along with other software packages  Ability to produce accurately typed and photocopied documents efficiently and to high standard  Ability to ensure accurate data inputting  Ability to work independently and under pressure, prioritising work to meet deadlines  Ability to deal with heavy, unpredictable workloads  Ability to set up and maintain organisational systems  Ability to work flexibly to meet the needs of the charity  Problem solving  Record keeping  Non-judgemental attitude  Accepts responsibility for own decisions  Ability to represent the Charity at events and functions  Good interpersonal skills and ability to influence people at all levels  Understanding and respect for the importance of patient confidentiality	Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview  <b>Desirable</b>  Understanding of the NHS and wider health and patient issues
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Additional Information	<p>A team player with a flexible approach.</p> <p>Available to work out of hours if required.</p> <p><b>Desirable</b></p> <p>Car driver</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
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