

## **Fundraising Officer – Lottery, volunteers and fundraising hubs**

### **Job Description & Person Specification**

<b>JOB TITLE:</b>	Fundraising Officer – Lottery, volunteers and fundraising hubs
<b>SALARY:</b>	£23,000
<b>HOURS:</b>	37.5 hours
<b>RESPONSIBLE TO:</b>	Charity Chief Executive
<b>ACCOUNTABLE TO:</b>	Fundraising Manager
<b>LOCATION:</b>	Flexible. Will include office working at any of our four hospital sites - Queen Elizabeth Hospital Birmingham, Heartlands Hospital, Good Hope Hospital, Solihull Hospital and opportunity for some home working as suits the job holder and line manager. If candidates have a preference to work at any particular site please state this in your covering letter.

### **KEY WORKING RELATONSHIPS**

<b>Internal:</b>	Office Manager, Administration & Grants Team, Fundraising Team, Communications Team, Operations Teams, Director of Fundraising, Charity Chief Executive  Chairman and Board of Trustees, NHS Trust Communications Department, NHS Trust Executive Management Team  Consultants, Nursing staff, Clinical staff, Royal Centre for Defence Medicine staff, Medical Secretaries, Administrative Staff
<b>External:</b>	Fundraisers, donors, supporters, volunteers, corporate sector, community groups, events management, NHS Charities Together, BBC, ITV, national and local media outlets

### **JOB SUMMARY**

This is a full time post in the Fundraising Team at University Hospitals Birmingham Charity ('UHB Charity'), the official NHS Charity for the four hospitals of University Hospitals Birmingham NHS Foundation Trust - Queen Elizabeth Hospital Birmingham, Heartlands Hospital, Good Hope Hospital and Solihull Hospital.

UHB Charity is dedicated to improving the experience of patients, their families and the staff who care for them.

The Charity raises funds to support patients of the four hospitals by providing new and innovative equipment, funding research and supporting patient and family welfare projects.

The Queen Elizabeth Hospital Birmingham in particular has a world class reputation, and specialises in cancer treatment, organ transplantations and trauma care. It is also home of the Royal Centre for Defence Medicine, where the UK's military patients are treated.

Heartlands Hospital has a specialist neo-natal unit and very busy children's and maternity units.

Good Hope Hospital and Solihull Hospital serve the towns of Sutton Coldfield and Solihull.

The post offers the opportunity for office working at any of our four hospital sites with the opportunity for some home working as suits the job holder and line manager.

The Fundraising Officer – Lottery, volunteers and fundraising hubs will work closely with other members of the hospital charity, with specific responsibility for developing the Charity's weekly lottery and growing the Charity's volunteer programme.

The post holder will promote the Charity's weekly lottery both within the hospitals and out in the wider community, with the aim of increasing and retaining the numbers of players in the lottery.

The post holder will work with the Charity's volunteers, recruiting new volunteers and supporting existing ones, in particular with events, lottery promotion and staffing of the fundraising hubs across the hospitals.

The post holder will manage the weekly rotas across the fundraising hubs, ensuring they play a role in being the first point of contact with the Charity for many people.

The post holder will also learn how to organise and run events put on by the charity and its supporters. This role will involve evening and weekend work at charity events as and when necessary.

## **PRINCIPAL DUTIES**

- Promoting the Charity's weekly lottery with the aim of growing and retaining numbers of players. Booking in lottery sign up stands across the hospitals and community venues.
- Being the first point of contact for new and existing volunteers.
- Running the recruitment programme for volunteers, including DBS and ID checks, and carrying out the volunteers' induction programme.
- Coordinating the staffing of the Charity's fundraising hubs with volunteers and staffing the fundraising hub themselves as and when needed.
- Managing stock levels of the items sold in the fundraising hubs, such as t-shirts, hoodies, mugs etc.
- Accurate data inputting of donations, fundraising, Gift Aid claims and correspondence both written and verbal with donors and fundraising.
- Typing and processing of correspondence, reports and other documents as requested on a daily basis with packages to include Microsoft Office i.e. Word, Excel Outlook, Access and PowerPoint, and donor database Raiser's Edge.
- 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 Officer – Lottery, volunteers and fundraising hubs 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.

**Please note that employees are employed directly by the Charity and not the NHS.**

Employees do not have access to the NHS Pension Scheme.

Employees of the Charity are eligible to join a defined contribution pension scheme, to which the Charity will contribute 8% of an employee's annual salary in addition to employee contributions.

Employees of the Charity are eligible for enhanced maternity and sickness pay.

**Fundraising Officer**

**Person Specification**

<b>Competence</b>	<b>Essential</b>	<b>Method of Assessment</b>
Education and qualifications	GCSE English Language or equivalent	Application
	GCSE Mathematics or equivalent	Application
	ECDL plus 2 years experience of using Microsoft Office or equivalent	Application
	RSA II Typing or equivalent standard – advanced keyboard skills	Application
	<b>Desirable</b>	
	Educated to degree level or equivalent	Application
	Qualification in community fundraising, corporate fundraising, communications, PR or marketing	Application
	Membership of the Institute of Fundraising	Application
Experience	Experience in corporate and/or community fundraising and/or events fundraising gained in a charitable environment	Application/Interview
	Experience of presenting to large audiences/groups	Application/Interview
	Experience of producing charity fundraising appeal materials	Application/Interview
	Experience of administration in an office based environment	Application/Interview
	Experience in events management	Application/Interview
	Experience in meeting planning and minute taking	Application/Interview
	Working on own initiative	Application/Interview



	<p>Good interpersonal skills and ability to influence people at all levels</p> <p>Understanding and respect for the importance of patient confidentiality</p> <p><b>Desirable</b></p> <p>Understanding of the NHS and wider health and patient issues</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
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>