

JOB DESCRIPTION

Job Title:	Fundraising Assistant
Department:	Fundraising
Reports to:	Product & Event Development Lead
Hours:	37.5 hours per week

Job Summary

To work as part of the Income Generation Team under the direction of the Product & Event Development Lead, collaborating closely with the Relationship Fundraising team. The Fundraising Assistant will serve as the first point of contact for those raising funds for Garden House Hospice Care across the local community.

They will provide frontline support by answering income-related calls and emails, welcoming visitors to the Hospice, and engaging with fundraisers within the community. The role involves managing lower-value fundraising relationships (up to £2,500), ensuring supporters progress through the supporter journey effectively to maximise engagement and income generation.

Main Duties and Responsibilities

- Effectively managing relationships with a variety of supporters fundraising on behalf of GHHC, including individuals, businesses, community groups, and organisations.
- Maintaining accurate records in the fundraising CRM system (Donorflex) in compliance with GDPR and other relevant legislations. Duties to include logging communications, pledges, and setting follow-up prompts for Fundraising Managers and Coordinators.
- Handling general administrative tasks, such as drafting and sending correspondence, answering telephone enquiries, and ensuring supporter data is accurately stored and recorded.
- Delivering a fundraising income target to be agreed by Product & Event Lead.
- Distributing fundraising, marketing, and acknowledgment materials to supporters who have raised or are currently raising funds for GHHC.
- Attending and supporting GHHC-organised events.
- Managing the hospice collection tin process to maximise visibility in our community.
- Representing GHHC at local community events to enhance the organisation's visibility and presence.
- Attending cheque presentations and conducting tours on behalf of the hospice as required.

- Liaising with local groups, schools, businesses, and community organisations, increasing awareness of hospice funding and the critical role of fundraising in sustaining its services.
- Ensuring compliance with relevant fundraising legislation and GHHC branding guidelines for both personal activities and those of third-party supporters.
- Contributing content for GHHC's newsletter, Open House, by generating relevant articles as needed.
- Maintaining open and effective communication with all members of the Fundraising Team to identify and maximise fundraising opportunities.
- Working outside of standard hours when necessary to support events, maintain strong relationships with supporters, and encourage ongoing engagement.
- Actively participating in regular fundraising team meetings, contributing ideas for new fundraising initiatives.
- Undertaking additional administrative and general duties as assigned by the Fundraising Leadership and Management Team.

Confidentiality

The contractual relationship between the Hospice and its employees is founded on trust. Employees will treat as confidential all information regarding the business of the Hospice, information with regard to and agreements with suppliers, and information gained about other employees and consultants.

General

This job description is not an exhaustive list of duties but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.

Health and Safety

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- Ensure familiarity with procedures for dealing with incidents such as accidents or fire
- Attend fire lectures annually and take part in maintaining fire safety within the building
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public
- Ensure risk assessments are completed efficiently for all activities related to this role.

Purpose and core values

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

Caring and compassion

We will care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice and ensure both respect and dignity.

Accountability

We will dedicate ourselves to safeguard and support our patients, their families, our volunteers and our staff by working to the highest professional and ethical standards.

Respect

We will respect all regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

Excellence

We will remain committed to continual learning and development to ensure we deliver excellence in all that we do.

General duties

- To always comply with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
- To always comply with the Hospice Information security policy. Also, to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act.
- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the Human Resources department.
- The Hospice operates a no-smoking policy.
- All appointments are subject to pre-employment health screening.
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance.
- All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies.
- It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training as appropriate.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

"team" refers to all members of staff including volunteers

Garden House Hospice Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.