



Job Description

Job Title	Fundraising Assistant
Responsible to	Head of Fundraising
Responsible for	Fundraising Volunteers
Salary	£24,570
Hours	37.5 (12 months temporary contract)
Location	Blackburn

Role Outline

East Lancashire Hospice is seeking a dynamic and organised individual to join our Income Generation team as a Fundraising Assistant, this is a temporary role for 12 months. In this role, you will provide essential administrative and fundraising support, contributing to the overall success of our fundraising efforts and community outreach initiatives.

KEY PERFORMANCE AREAS

- Act as a first point of contact for a wide range of fundraising enquiries, ensuring excellent customer service
- Support the team with the organisation and delivery of a wide range of fundraising events throughout the year
- Work with the Community Fundraiser to support a variety of community groups with their fundraising
- Work with the Data Admin team to ensure accurate and up to date records are kept on our database and ensure that supporters are thanked promptly and appropriately
- Manage supplies of fundraising materials and liaise with suppliers to ensure stock is kept up to date
- Coordinate information and bucket collection dates with local shopping outlets, encouraging community engagement

- Manage ad hoc fundraising volunteers and recruit them for fundraising events throughout the year
- Provide necessary briefs to volunteers for their involvement in community events
- Identify opportunities within the community for businesses to take a collection box in their places of work and manage the collection box system
- Represent East Lancashire Hospice in all interactions within the community and seek out opportunities for new relationships

PROFESSIONAL RESPONSIBILITIES

- Maintain appropriate and respectful professional relationships with colleagues and other staff
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Ensure effective use of hospice resources
- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death

PERSONAL DEVELOPMENT

- Access mandatory training appropriate to the role
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills
- Participate in the education and training of others as appropriate to the role

STATUTORY DUTIES

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice 'no smoking' policy in all hospice premises and grounds
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable)
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance
- Work at all times to respect people's individuality, rights and diversity to ensure equality

WORKING HOURS

The post holder will work 37.5 hours flexibly. These will be worked across a 7-day working week.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

Fundraising Assistant / Sep 2021

Equality and Diversity

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

PRINT NAME:

SIGNED: **DATE:**

EAST LANCASHIRE HOSPICE
Person Specification

Date	Post	Recruiting manager		
	Criteria	Essential	Desirable	Tested By
Experience	Experience of achieving deadlines	✓		Interview
	Experience of building positive relationships		✓	Application / Interview
	Experience of working with and in a team	✓		Interview
	Experience of working in a customer service or public facing role		✓	
Qualifications	A good general level of education	✓		Application
Knowledge	Good local knowledge of the East Lancashire Hospice footprint area		✓	Application / Interview
	Computer literature with an understanding of databases	✓		Application
	Knowledge of East Lancashire Hospice and the services it provides		✓	Interview
Skills	Ability to identify opportunity	✓		Interview
	Ability to organise and plan own workload to achieve objectives	✓		Application / Interview
	Excellent organisation and administration skills	✓		Interview
	Ability to work as a team and be a team player	✓		Interview
	Full driving licence & access to car	✓		Application
Personal Attributes	Flexibility to work unsociable hours as the job requires	✓		Interview
	Willing to adapt to changing needs of the service	✓		Interview
	Have a professional approach	✓		Interview