



Job Description

Job Title	Legacy and Engagement Officer
Responsible to	Head of Fundraising
Responsible for	NA
Salary	£28,000
Hours	37.5
Location	Blackburn

Role Outline

The Legacy and Engagement Officer plays a crucial role within the Income Generation team at East Lancashire Hospice. They will be responsible for the hospice's legacy and in memory giving income streams, ensuring sustained and impactful support for East Lancashire Hospice. This role combines legacy administration, campaign development, and community engagement, working closely with the Data, Fundraising, and Communications teams to increase income through legacy pledges and in memory donations.

Key Responsibilities

- Be the first point of contact for Gifts in Wills enquiries for East Lancashire Hospice
- Full responsibility for the ongoing development of the legacy strategy and its implementation
- Oversee and manage the full lifecycle of legacy donations, from notification to fund allocation, ensuring adherence to legal standards and organisational policies
- Collaborate with executors, solicitors, and other relevant parties to facilitate and maximise legacy donations
- Work with the Finance and Data teams to ensure transparent and accurate financial reporting for legacy income

- Encourage and steward relationships with donors, working alongside the Data & Supporter Care Manager to help shape and implement an appropriate supporter journey for legacy pledgers
- Plan, coordinate, and deliver Legacy engagement events and In Memory events to increase awareness of Legacy and Individual Giving
- Actively engage with individual supporters, nurturing relationships to encourage both legacy pledges and regular donations
- Establish and strengthen partnerships with local solicitors and financial advisors to promote the hospice as a preferred charity for gifts in Wills
- Provide regular reports and updates to the Head of Fundraising on the progress of Legacies and in memory giving year on year, working towards the set budget
- Provide training and support to the organisations on Legacy messaging, ensuring they have the knowledge and resources needed to effectively promote
- Represent East Lancashire Hospice at external events and engagements, raising awareness of the organisation's legacy and giving opportunities

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

Managing Services

- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures
- Ensure effective use of all resources within allocated budget

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 over a 7 day 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 PDR and may change as is deemed necessary.

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:

Person Specification

	Criteria	Essential	Desirable	Tested By
Experience	Working with others and building relationships	✓		Interview
	Working with a team	✓		Interview
	Developing and implementing new ideas	✓		Application / Interview
	Communicating to wider audiences	✓		Interview
	Planning, delivering and evaluating campaigns	✓		Application/ Interview
	Working towards a budget and seeing growth	✓		Application
	Experience in the charity sector, including legacy			✓
Qualifications	A good general level of education	✓		Application

Knowledge	Computer literature with an understanding of Microsoft	✓		Application
	Knowledge of East Lancashire Hospice and the services we offer		✓	Interview
	Understanding of gifts in Wills and voluntary income	✓		Interview/ Application
	Stewardship and relationship management	✓		Interview / Application
Skills	Excellent communication skills – able to communicate with different audiences	✓		Interview
	Strong attention to detail and accuracy	✓		Interview / Application
	Organising workload	✓		Application
	Admin of legal documents		✓	Application
Personal Attributes	Able to use initiative	✓		Interview / Application
	Full driving licence and car owner	✓		Application
	Flexible to work unsociable hours	✓		Interview
	Willing to adapt to change	✓		Interview
	Dynamic with a positive attitude	✓		Interview