



JOB DESCRIPTION

- JOB TITLE:** Fundraising Coordinator
- DEPARTMENT:** Fundraising
- REPORTS TO:** Fundraising Manager
- HOURS:** 37.5 per week Monday-Friday
Evening and weekend work will be required

The Role

The primary purpose of this role is to support the Fundraising Department in maximising income, by assisting fundraisers and managers with key relationships, data, volunteer management and events.

Key Outcomes and Responsibilities

1. **Fundraising Support:** The role involves enhancing fundraising activities and delivering excellent customer service to donors. It also includes organizing fundraising events and coordinating promotional activities. A key element will be ensuring that we are maintaining regular contact with our supporters and enhancing their experience of supporting St Oswald's. The expected outcome is increased donor satisfaction and engagement, which will lead to higher fundraising income.
2. **Telephone Communication:** The role requires making telephone calls to secure information, provide information, and thank supporters. The outcome is improved communication and stronger relationships with supporters, leading to increased engagement and support.
3. **Research:** The responsibilities include conducting research to secure information about individuals, connections, community groups, and companies we work with or would like to work with. The outcome is a better understanding of potential and existing supporters, which helps in developing targeted fundraising strategies and building valuable connections.
4. **Database Management:** The responsibilities include ensuring accurate information setup on the CRM database, creating and maintaining CRM database lists, and updating records with donations and other supporter information. The outcome of these tasks is efficient and accurate data management, which enables better tracking and reporting of fundraising activities.
5. **Event Coordination:** This role requires pre-planning and supporting external and supporter-led events, providing materials and support for external events, and responding to public queries about fundraising initiatives and events. The successful execution of these tasks will result in high participation and engagement in events, contributing to increased fundraising income.

6. **Administrative Duties:** The duties include supporter facing communications, producing and updating procedures for fundraising activities, maintaining effective information sharing systems, and providing general administrative support. This includes using digital office technology such as Microsoft Teams for communication and collaboration, Outlook for email and calendar management, and Planner for task and project management. The outcome of these responsibilities is smooth and efficient administrative operations, which support the overall effectiveness of the fundraising team.
7. **Volunteer Management:** The role involves coordinating the day-to-day activities of volunteers and establishing good working relationships with all fundraising volunteers. This includes providing guidance, support, and training to ensure volunteers are effectively integrated into fundraising activities. The outcome is a well-managed volunteer workforce that enhances the capacity and reach of the fundraising team.

Self Development

To undertake appropriate personal development and maintain, develop skills and knowledge as determined by the annual review and development meetings and subject to the availability of resources.

Risk Management including Health & Safety

We take the safety of our staff, volunteers, patients and their families seriously. We have a full suite of Health and Safety procedures and training that we'll ask you to sign up to and we expect you to complete all our essential health and safety training.

Team Working and Conduct

Team work is core to the role and you will work as a positive team member.

Our Respect at Work Policy, Values and People Charter help to guide everyone in how we live this day to day.

Confidentiality

You will have access to confidential information, so it's important that you maintain the highest confidentiality of members of the public, staff and volunteers in accordance with St Oswald's Hospice's information governance policies and GDPR legislation.

New Tasks

This profile provides an overview of the most important parts of the job however all jobs shift over time and so we may ask you from time to time to carry out new tasks. These will fit with the remit of your role and your manager will guide and direct you.

Any substantive changes which may need to be made will be discussed with you.

DIMENSIONS OF POST

To have responsibilities for ensuring office volunteers are effectively line managed and appropriate work is set. To ensure the office and immediate workspaces and equipment is maintained.

RISK ASSESSMENT**Fundraising Role RA applies****DISCLOSURE / LEVEL****An Enhanced DBS is required****PREPARED BY/ DATE****Jane Hogan, February 2025**

About you

Qualifications, Training and Education

As a guide we are looking for:

Four or more GCSE/O'level subjects at Grade C or above. This may include intermediate GNVQ or NVQ level 2 or BTEC First Diploma.

IT qualifications/training courses.

Experience

A minimum of 1-2 years' relevant experience

Office administration experience, including experience of word-processing, spreadsheets, databases and maintaining records

Experience of working in a customer facing role, including handling a wide range of enquiries particularly by telephone and email

Previous experience of events or fundraising administration is desirable

Experience of using The CRM database (fundraising database software) is desirable

Knowledge

Good working knowledge of IT systems including word processing and spreadsheets (e.g. MS Word, Excel and Power Point)

Broad knowledge of the use and application of databases

Ensuring best practice in relation to our fundraising strategy when dealing with donors and supporters

Knowledge of the not for profit sector is desirable

Qualities

A high degree of motivation.

Good organisation skills and ability to co-ordinate several projects at any one time

Able to handle difficult or sensitive situations in a professional manner

Ability to remain calm in pressurised situations

Empathy with St Oswald's values and environment.

Skills

Experience of supporting the organisation of events and planning initiatives.

Effective verbal and written communication skills, including the ability to draft correspondence such as events information packs, letters and email responses

A warm and confident telephone manner with the ability to persuade, explain and process factual information and handle queries.

Experience of delivering excellent customer service to maximise results

Word-processing skills, including the ability to produce documents with appropriate formatting

Experience of using databases

Strong organisational skills and ability to deal with various tasks simultaneously

Ability to work under own initiative and as a member of a team

Capable of maintaining concentration in a busy environment

Appreciation of the varying demands on a fundraising team and a willingness to support others at short notice within the team

Able to work under pressure and to prioritise effectively whilst ensuring accuracy of output

Ability to organise own work to meet deadlines

Discretion and tact when dealing with sensitive issues

Innovative and open to new developments

Ability to forward plan and think laterally

Previous work in a charity environment

Ability to allocate and / or delegate work to volunteers and supervise those tasks

Other

Customer-focussed approach

Driving licence and access to car for work purposes

Demonstrate enthusiasm and a willingness and interest in learning new skills

Adaptable to change

Your values

You will embrace and demonstrate our values of:

- Safe and supportive
- Positive and Can Do
- Accountable and Authentic
- Caring and Compassionate

- Excellence and Innovation

Working Arrangements

Willing to be flexible as determined by the nature of the post.

Applying for this role

Studies have shown that women and people of the global majority are less likely to apply for jobs unless they meet every single qualification and requirement. Research also shows that many people with other protected characteristics also find it hard it much harder to gain employment

At St Oswald's Hospice we are dedicated to building a diverse and inclusive workplace.

So if you are excited by the role but your past experience doesn't quite match every requirement we encourage you to apply anyway. You may be just the person we are looking for!