



# Job Description & Person Specification

**Douglas Macmillan Hospice**  
Barlaston Road, Stoke-on-Trent, ST3 3NZ

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<b>Job Title:</b>	Fundraising Assistant
<b>Responsible to:</b>	Community Fundraising Team Leader
<b>Accountable to:</b>	Douglas Macmillan Hospice
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## Department Function:

To provide a public facing 'one stop shop' service for donors/supporters of the charity, via the Dougie Mac Supporter Hub, located in the hospice main reception. To receive and record monetary and non – monetary donations from our donors. Working together with our supporters to engage in our hospice events/ campaigns or individual / group fundraising.

## Job Summary:

Based on our Supporter Hub our Community Fundraiser is the first point of contact for all donors wishing to support the Hospice. You will be welcoming new and existing supporters, by engaging with them to invite them to take part in our future events and campaigns or supporting them with their own fundraising activity. Working closely with our supporters to facilitate great relationships and engender donations for the whole of the income generation team. This role is integral to maximising all income generation opportunities and ensuring the highest quality donor relationships are developed and maintained.

## Duties & Responsibilities:

1. Welcome new and existing supporters to the hospice arising from visits, telephone calls and emails to the Supporter Hub. Deliver a public facing 'one stop shop' by 'serving and responding' to our supporters, ensuring quality relationships and supporter expectations are managed at all times.
2. Identify opportunities where supporters will pledge their support to the Hospice. Work closely with our team of Fundraisers to ensure that the supporter receives an excellent experience. This relationship is paramount to their fundraising success and the supporter journey with the hospice.
3. Take all supporters through our 'donor journey process', by supporting, encouraging and offering additional products as a source of revenue. Encourage the supporter to continue engaging with the hospice thus building on relationships to ensure ongoing support.
4. Maintain comprehensive records of all approaches and follow up contacts utilising the fundraising donor management IT package.
5. Raise awareness of all Income Generation streams as and when required including the cross-promotion of all hospice events and campaigns, identifying opportunities to sell other income generation products as routine.



6. Interact with all Income Generation teams to ensure an understanding and awareness of all current activities; as well as ensuring good communications with all departments in the Hospice, particularly with our Reception and Finance Team.
7. Promote Gift Aid as an additional source of revenue both face to face and over the telephone ensuring all processes are adhered to and that Gift Aid opportunities are maximised at all times.
8. Receive and record donations and gifts (monetary and non-monetary) and adhere to procedures, ensuring the issue of a receipt and the safe provision of money etc. Record outcomes on the hospice data management system; Donorflex and update procedural logs. Ensure safe transit of the donations to the relevant department.
9. Identify case study/good news story information to be communicated with our Marketing & Communications Team for potential coverage.
10. Support the operational elements of our collection tin and floor standing devices income stream. Arrange for rounds to be serviced in a timely manner using the support of a team of collection tin volunteers & work closely with our Finance Team to make them aware of the incoming donations due to be received into the hospice. Report closures of outlets & any missing collection tins to the Community Fundraising Team Leader. Use our donor database to support the management of our collection device outlets/servicing.
11. Undertake administrative/donation handling procedures which arise from our Dougie Bank income stream.
12. Undertake administrative/donation handling procedures from our foreign coin donation initiative.
13. Assist with tasks as directed by the Community Fundraising Team Leader relating to our Supporter Tree initiative/display.
14. Ensure supporter amendments to the database are carried out in a timely and accurate manner.
15. Carry out additional administration tasks including the ordering of office stationery on behalf of the Fundraising Department and raising purchase orders for the Supporter Hub & Fundraising team when required.
16. Collate and utilise feedback to ensure we provide a first class service to all donors to cement relationships that in turn will yield maximum income from pledges.

#### **Dougie Mac Values:**

Our mission is to deliver excellent CARE to people approaching end of life.

- **Compassion** - Working together by considering the views of others, understanding the challenges they face and providing support.
- **Accountability** - Takes personal responsibility for our actions, owning our decisions and behaviours.
- **Respect** - Always trusting, listening and challenging each other. Understanding that we are at our best as individuals whilst working as a team.
- **Excellence** - Embracing excellence by empowering and motivating each other to be the best that we can be.

#### **Standard Requirements of all Dougie Mac Staff:**

- To be flexible and adapt to the needs of the department and your team
- To maintain strict confidentiality and adhere to data protection policies at all times.
- To observe and maintain security procedures.
- Exercise responsible stewardship of hospices resources at all times.
- Attendance at meetings events and activities may require the post holder to work beyond the normal hours / days of work quite regularly – flexibility is essential.
- To have an understanding and demonstrate regard for the Hospice philosophy and its functions.
- Travel in the Stoke on Trent / North Staffordshire area, and on occasions within the UK, to attend participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies in the staff handbook.



- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- Conform to conventional standards of business dress when representing the hospice.
- To accept temporary redeployment within any part of the hospice should the need arise and to ensure hospice goals and objectives are met.
- Safeguarding is everyone's responsibility. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employee, you are expected to follow the Hospice's Safeguarding Policies and report any concerns in accordance with those policies.

#### **Safety Health Environment (SHE):**

- All employees must familiarise themselves with the Hospice Safety Health Environment (SHE) policies, processes and procedures and act in accordance with them at all times. Employees must ensure that they conduct themselves in a manner which does not endanger their own health and safety or that of others.
- All employees have a duty of care to promptly report any near misses, dangerous occurrences or accidents whilst at work in line with the relevant Safety Health Environment procedures
- All employees should attend mandatory Safety Health Environment training sessions annually/periodically for defined activities etc and ensure that they follow the processes and procedures as outlined in the training
- Any breaches of the Safety Health Environment Health standards will be dealt with under the DMH disciplinary procedure.

#### **Quality:**

- The hospice expects all staff to work to the highest standards. The quality of care provided by every member of staff is paramount.
- All employees must
  - familiarise themselves with the policies and procedures relevant to their role.
  - ensure that they are competent to carry out their role.
- All employees are responsible for the management of risk: they must
- Attend mandatory training;
  - Report incidents when things go wrong and provide evidence that they have learnt from the experience;
  - Record all adverse comment made by patients and their families; as well as customers, donors and the wider public.
  - Raise concerns when they see any unsafe practice within your place of work.

**This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice and department.**

**Person Specification:**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training*</b> <i>Professional and post basic qualifications. Specialised training required for this post.</i>	<ul style="list-style-type: none"> <li>- High level of numeracy skills.</li> <li>- High levels of written and spoken English.</li> <li>- Educated to GCSE level.</li> <li>- Computer literate.</li> </ul>	<ul style="list-style-type: none"> <li>- NVQ 3 or equivalent in customer services.</li> <li>- Relevant fundraising certificate/qualification.</li> <li>- Marketing/Sales training or qualification.</li> <li>- Educated or willing to do a relevant certificate in fundraising.</li> </ul>
<b>Experience</b> <i>Type and level of job related experience required(expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> <li>- Experienced in undertaking office administration utilising a PC and associated software.</li> <li>- Knowledge &amp; experience of using an in-house database which administers income/customer records.</li> <li>- Previous experience of administration within a busy professional office environment.</li> <li>- Experience of providing excellent customer service to members of the public.</li> <li>- Payment handling experience.</li> </ul>	<ul style="list-style-type: none"> <li>- Experience operating in a multi-disciplinary environment.</li> <li>- Sales experience.</li> <li>- Experience of working with volunteers and supporters of a cause.</li> <li>- Evidence of fundraising experience.</li> <li>- Adhering to confidentiality procedures, using discretion and dealing with sensitive issues.</li> <li>- Have assisted with campaigns or initiatives that successfully generate surplus income.</li> <li>- Have contributed to creating and implementing ideas resulting in raising net income.</li> </ul>
<b>Skills &amp; Knowledge</b> <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> <li>- Possess sound written and verbal skills.</li> <li>- Sound knowledge &amp; regularly use IT systems i.e: Microsoft Outlook, Word &amp; Excel.</li> <li>- Ability to communicate positively with supporters and colleagues by telephone, email, letter and in person.</li> <li>- Demonstrate communication skills with people from different backgrounds and cultures.</li> <li>- Excellent time management skills.</li> <li>- Excellent interpersonal skills.</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge and appreciation of Charity Commission guidelines and regulations</li> <li>- Demonstrates knowledge of mechanics of voluntary income generation.</li> <li>- Knowledge of The Institute of Fundraising Code of Practice.</li> </ul>
<b>Aptitudes &amp; Attributes</b> <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative.</i>	<ul style="list-style-type: none"> <li>- Personal approach.</li> <li>- Excellent face to face &amp; telephone manner skills.</li> <li>- Self-motivated, uses initiative and can work unsupervised.</li> <li>- To be resourceful and creative.</li> <li>- Ability to relate to the multi-disciplinary team in the hospice.</li> <li>- A high level of accuracy and attention to detail are absolutely essential to the role.</li> <li>- Ability to prioritise tasks, appropriately delegate and manage time effectively.</li> <li>- Ability to cope under pressure.</li> <li>- Be outgoing, persuasive and unconcerned about asking for support.</li> <li>- Multi task as a second nature over long periods of time.</li> <li>- Able to deal with difficult situations.</li> </ul>	
<b>Other Job Requirements</b> <i>Physical/health requirements including levels of exertion, working conditions. Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i>	<ul style="list-style-type: none"> <li>- Due to the nature of the workplace, unless you are medically exempt, a Covid vaccine is necessary for all new starters. You will be required to provide proof of your vaccine status upon successful offer of employment as part of the pre-employment checks. (for more information please contact the HR Team)</li> <li>- Dress in a manner that conforms to accepted formal codes of business dress.</li> </ul>	

- Hold a current clean driving licence and daily access to a vehicle.
- A flexible approach to hours and days of work.
- Prepared to develop skills and knowledge as the demands of the business changes.

**\*National Qualification Framework**

<b>National Qualifications Framework</b>		<b>Framework for Higher Education levels (FHEQ)</b>	
8	Specialist awards	Doctoral (D)	- Doctorates
7	Level 7 Diploma (Professional Qualifications)	Masters (M)	- Masters Degree, post graduate certificates and diplomas
6	Level 6 Diploma (Professional Qualifications)	Honours (H)	- Bachelor Degrees, Graduate Certificates and Diplomas
5	Level 5 BTEC HND	Intermediate (I)	- Diplomas of higher education, foundation degree, higher national diplomas
4	Level 4 Certificate	Certificates (C)	- Certificates of higher education.
3	Level 3 Certificate (OND), Level 3 NVQ, A levels		
2	Level 2 Diploma, Level 2 NVQ, GCSEs Grade A*-C		
1	Level 1 Certificate, Level 1 NVQ, GCSE Grade D-G		
Entry	Entry Level Certificate in Adult Literacy		