FOYLE HOSPICE

JOB DESCRIPTION

**JOB TITLE:** Fundraising Officer

**REPORTING TO:** Director of Income Generation

**Liaises With:** Community Fundraising Officer

Events Fundraising Officer

Supporter/Donor Care Supervisor

Supporter/Donor Care Administrators

Finance Team

**Salary:** Agenda for Change Band 5

**Hours:** 37.5 hours per week (with occasional evening

& Weekend work)

**Contract:**  Full time permanent

**Base:** Omagh to cover the southern area of the Western Health and Social Care Trust

**Overall Purpose**

The Fundraising Officer will report to the Director of Income Generation and Communications and have responsibility for developing and maintaining relationships and fundraising support through engagement and communication with donors. They will work to engage the community and grow sustainable income through all fundraising initiatives.

**Please note: The post of Fundraising Officer may be interchangeable as may be allocated by the Director in relation to either undertaking either; Community, Corporate Giving or Events to meet organizational needs. Post-holders will be required to be flexible and provide support in other areas as required.**

**Key responsibilities include:**

**Strategic Priorities**

1. Lead on Foyle Hospice Fundraising activity, adhering to budgets to maximise engagement from new and existing Foyle Hospice Supporters.
2. Contribute to the development and delivery of the overall Foyle Hospice strategic plan and fundraising strategy.
3. Represent Foyle Hospice in groups, networks and at events in Northern Ireland and across the UK, as required.

**Operational Responsibilities**

1. Manage the development and delivery of Fundraising operational plans against agreed targets, including monitoring, evaluation and reporting, as required.
2. Develop and grow the Foyle Hospice income from Foyle Hospice Events, Raffle Sponsorship, Volunteering and Fundraising through delivery of excellent stewardship and donor care.
3. Work in collaboration with the Community & Events Fundraising Officers and PR, Marketing and Communications to develop materials and messages to support the donor marketing programme.
4. Create and produce innovative proposals, briefings, reports and presentations to attract new donors and retain existing ones.
5. Work with Supporter/Donor Care administrators to support Corporate Giving Marketing Fundraising initiatives and provide the highest standards of donor care.
6. Undertake any other special projects or duties, which may from time to time be requested and which are commensurate with the duties and responsibilities of the post.
7. Meet financial targets and KPIs as agreed.
8. Build awareness of Foyle Hospice through presentations and public speaking using PowerPoint and other presentation methods.

**Monitoring, Evaluation and Management Reporting**

1. Ensure donor database (Donorflex) is up to date and accurate.
2. Provide regular management information reports including financial and outcomes against KPI’s to the Director of Income Generation as required.

**Quality and Safety**

1. Adhere to quality assurance standards and codes of practice in line with changing requirements, legislative compliance and best practice in relation to the activities under your remit.
2. Ensure that all activity is carried out in full compliance with Foyle Hospice, GDPR and Fundraising Regulator, Foyle Hospice financial and administrative policies and procedures and all other legal requirements.
3. Ensure the efficient and effective use of all our resources (staff, financial and physical).
4. Adhere to all organisational policies and procedures.
5. Manage your own well-being and support interventions for employees in line with organisational needs.
6. Ensure adherence to all Health and Safety Regulations applicable to the working environment and adhere to same.

**Personal Development**

1. Maintain high professional standards and keep abreast of relevant issues and continue own personal and professional development. Foyle Hospice will provide relevant education and development opportunities where it is deemed appropriate.

**Other**

Carry out such other duties as required as are consistent with the mission of the organisation and overall purpose of the job.

**ADDITIONAL INFORMATION FOR EMPLOYEES**

Conduct

Employees must at all times abide by Foyle Hospice policies and procedures and the terms of their contract of employment. They must conduct themselves with impartiality, integrity, objectivity and honesty and maintain high standards of personal and professional accountability.

Performance

Employees are expected to demonstrate commitment to the Hospice by ensuring regular attendance at work and efficient completion of duties.

**Risk Management**

Employees must ensure that they comply with any risk management responsibilities specific to their post.

**Governance**

The Hospice is committed to the development and implementation of systems under governance to ensure continuous improvement in the quality of services provided. Employees will be expected to be pro-active, co-operate and work with these systems.

**Confidentiality**

All information concerning patients and staff must be held in the strictest confidence and may not be divulged to any unauthorized person. Social media policy must be adhered to at all times.

**Equality & Human Rights**

Employees must ensure that equality and human rights issues are addressed within the post holder’s area of responsibility.

**Health and Safety**

Employees should note that under Health & Safety at Work Legislation they are required to take all reasonable steps while at work to ensure their own health and safety and the health and safety of those who may be affected by their acts or omissions at work.

**Smoking, Alcohol & Health**

Foyle Hospice operates policies on smoking, alcohol and health.

**Environmental Cleanliness**

The Hospice promotes a culture of cleanliness and has adopted a partnership and collaborative approach that recognises cleanliness as the responsibility of everyone, cascading throughout every level of the organisation.

**Infection Prevention & Control**

The Hospice operates policies to prevent healthcare associated infections and the post holder is required to comply with all infection prevention policies, guidelines, protocols and procedures.

**Access NI Disclosure** – Foyle Hospice operates in line with the Access NI Code of Practice. Further details can be obtained from [www.accessni.gov.uk](http://www.accessni.gov.uk).

 It should be noted that some posts fall within the definition of ‘Regulated Activity’. Further information on Regulated Activity can be obtained on request. Any post falling within the definition of Regulated Activity will be subject to an Access NI Enhanced Disclosure check with Barred list check.

***The duties and responsibilities outlined in the above job description are not intended to be definitive nor restrictive, and may be amended to meet the changing needs of Foyle Hospice,* following discussion with the post holder.**

*This job description reflects current aspects of the post and applicants must be aware that the hospice is constantly changing and developing its services. This may mean changes in the role and the successful applicant will be one who demonstrates a flexible attitude and willingness to embrace change in the interests of the service.*

**September 2023**

**PERSON SPECIFICATION**

**Essential Criteria:**

1. A minimum of 5 x GCSEs (or equivalent) including Maths and English
2. At least one year’s experience with a clear track record of achievements in fundraising or sales.
3. Demonstrable experience of successfully recruiting and engaging with new and existing supporters or customers to generate income.
4. Understanding and experience of managing donor/customer relationships.
5. Experience of public speaking / delivering a presentation or talking to an audience.
6. A sound working knowledge of Microsoft Office packages.
7. Passionate and committed to the aims and charitable objectives of Foyle Hospice.
8. Willingness to work flexibility including evenings and weekends.
9. Valid driving license and access to own transport.

**Desirable Criteria:**

1. Experience of effectively using a CRM database such as Donorflex or other similar databases.
2. Experience of digital media and the use of digital channels for fundraising communications.
3. Experience and knowledge of the voluntary sector.
4. Knowledge of legal requirements linked to GDPR / data protection legislation.
5. Knowledge of gift aid processes.