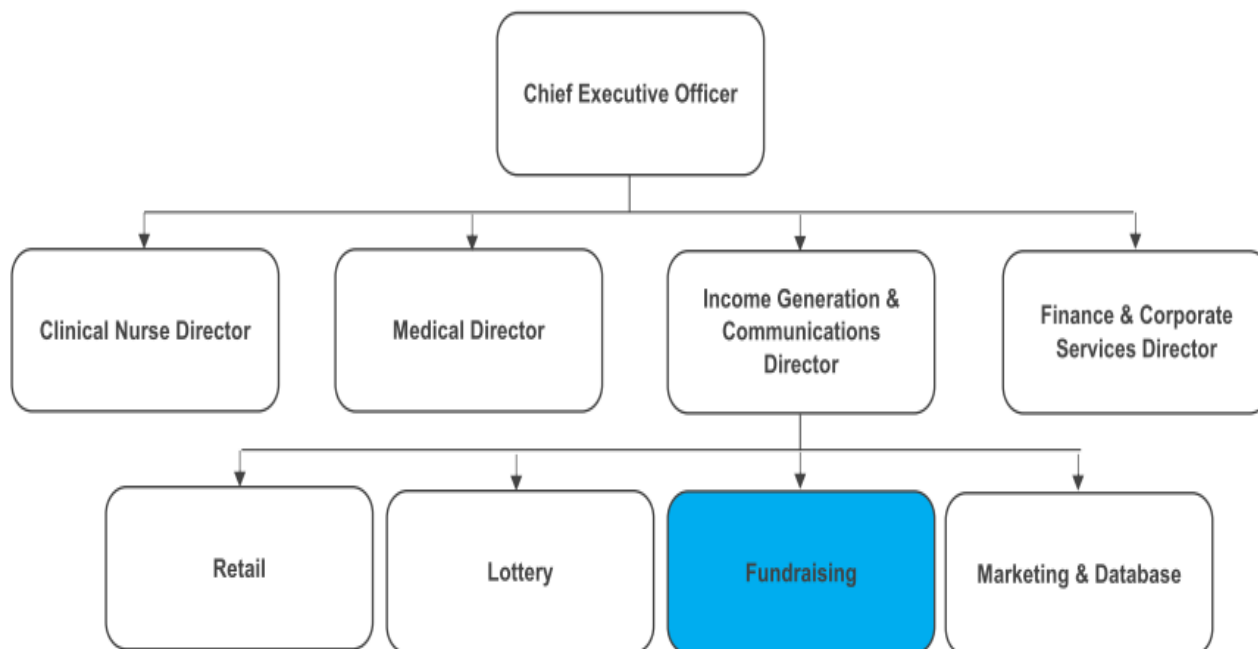


## JOB DESCRIPTION

<b>Job Title:</b>	<b>Fundraising Assistant</b>
<b>Department:</b>	Income Generation & Communications
<b>Post Holder:</b>	TBC
<b>Salary:</b>	Admin 2
<b>Reports to:</b>	Fundraising Manager
<b>Accountable to:</b>	Director of Income Generation & Communications

### Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

<b>Job Purpose:</b>	To assist in the administration and co-ordination of a range of fundraising activities and provide support to individuals, groups and companies fundraising on the hospice's behalf, ensuring a high quality experience for all supporters.
<b>Key Working Relationships:</b>	Fundraising team Income Generation & Communications team Donors, supporters and volunteers

**Role Responsibilities:**

- Act as the first point of contact for fundraising enquiries received by telephone, email or in person, providing an excellent supporter experience all times.
- Provide information, guidance and resources to support individuals, groups and companies fundraising on the hospice's behalf.
- Work with the Fundraising Manager to assist in the planning and coordination of a range of fundraising activities.
- Maximise participation in fundraising activities by approaching potential supporters and working with the Marketing & Database team to effectively promote fundraising activities.
- Work closely with the wider team to ensure donations are effectively acknowledged and administered.
- Supervise office-based volunteers in administration tasks.
- Co-ordinate the activity of the hospice mascot, ensuring he is used effectively and appropriately to promote the hospice within the local community.
- Utilise the supporter database to maintain accurate records.
- Attend meetings as required.
- Work within agreed hospice policies, procedures and guidelines.
- Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members.
- Participate in an annual appraisal and undertake training to maintain and develop knowledge and skills as required.
- Any other duties as deemed necessary by the Fundraising Manager or Director of Income Generation & Communications.

**General Responsibilities:****Health and Safety**

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with Bolton Hospice.

**Confidentiality**

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

**Infection Control**

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

**Training**

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend training as required by the Hospice.

**Safeguarding Vulnerable People (Children and Adults)**

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

**Disclosure & Barring Service Check**

This post is subject to a Disclosure & Barring Service check.

**Continuous Personal Development**

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

### Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

### Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder. This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>Fundraising Assistant</b>
<b>Department:</b>	Income Generation & Communications
<b>Salary:</b>	Admin 2

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	A good standard of numeracy and literacy.		Application Form
<b>EXPERIENCE</b>	Experience of dealing with the public.	Experience of working in a team environment. Experience of administration. Experience of working with volunteers.	Application Form Interview
<b>SKILLS</b>	Customer service skills. Communication skills - able to communicate effectively with a wide variety of people and a good telephone manner. Interpersonal and relationship building skills. Organisational skills.		Application Form Interview
<b>KNOWLEDGE</b>	Computer literate - Microsoft Office, internet and email.	Knowledge of the Bolton area. Knowledge of data protection. Knowledge of database / CRM systems.	Application Form Interview
<b>PERSONAL ATTRIBUTES</b>	Attention to detail. Able to remain calm under pressure. Self-motivated and able to use initiative. Able to work on a number of projects simultaneously. Strong teamwork ethic. A commitment to the vision and values of Bolton Hospice.	Commitment to continuous professional development.	Application Form Interview