|  |
| --- |
| **Job Details**  Job Title: Community & Events Assistant  Reports to: Community & Events Manager |

|  |
| --- |
| **Job Purpose**  To support the work of the Community & Events team in the delivery of all fundraising activities, helping to deliver income against targets. To provide excellent administrative and practical support to fundraisers and volunteers. |

|  |
| --- |
| **Duties**  Community Fundraising:   * Support the Community & Events team with developing and delivering community fundraising activities and building effective relationships with supporters * Provide an excellent level of support and ideas to fundraisers in the community, responding appropriately to their needs * Attend supporter meetings, cheque presentations and community events as required.   Event Management:   * To assist in the development and delivery of fundraising events, both Hospice and community led * To attend events as needed, offering support to other team members * To assist in the timely and effective marketing and promotion of events * To help support fundraisers taking part in Challenge Series events, ensuring they have a great experience and feel valued by the Hospice.   General Fundraising:   * Acknowledge and recognise all donations and gifts in a timely and appropriate manner, keeping the database accurate and up to date * Recruit and supervise volunteers to assist with fundraising activities and events * Maintain confidentiality of donor, patient and staff data * Comply with all relevant legislation and governing bodies including guidance issued by the Chartered Institute of Fundraising and Fundraising Regulator * Work with the team to manage resources within budget and ensure value for money * Continuously seek to maintain and improve own level of skills, undertaking learning and development as appropriate * Work in co-operation and collaboration with colleagues across the Income Generation Team and wider Hospice * Undertake any other tasks of an equal nature reasonably required by the Community & Events Manager.   **Control of Infection**  Prevention and management of infection is the responsibility of all members of staff and volunteers working at East Cheshire Hospice and forms an integral element of patient safety programmes. Where control of infection regimes are in force they are to be complied with at all times and staff are reminded of the importance of maintaining a high standard of personal and environmental hygiene and to follow local protocols. |

|  |  |  |
| --- | --- | --- |
| **Person Specification** | **Essential** | **Desirable** |
| Experience | Previous experience of providing excellent customer care. | Experience of working in a fundraising or not-for-profit environment.  Experience of delivering information to a variety of audiences.  Experience of meeting targets.  Experience of using Raisers Edge (or a similar Fundraising database) |
| Skills | Excellent communication skills, both written and verbal.  Confident public speaker.  Excellent interpersonal skills, with the ability and confidence to create and maintain relationships.  Excellent IT skills including the use of the Microsoft Office product suite.  An organised approach to work and ability to prioritise workload and cope with competing deadlines. |  |
| Behaviours | A proactive attitude with drive and enthusiasm to get things done.  Commitment to working with others as part of a team.    Ability to build a two-way relationship of trust with colleagues, supporters, service users and other stake holders.    Ability to take responsibility for own personal development.  Ability to work autonomously and proactively. |  |
| Other | This role requires some evenings and weekend work with notice for which time off in lieu will be given.  Car owner or ability to travel within the Hospice catchment area is essential. |  |

|  |
| --- |
| **We are inclusive**  We believe that equality of opportunity and freedom from discrimination is a fundamental right for everyone, and that diversity within our organisation and our community is a strength to be valued, promoted and developed.  Being a part of and supporting such a diverse community, it is vital that our staff team represents the community in which we work. We welcome applications from people from all walks of life and backgrounds irrespective of people’s age, disability, sex, gender identity and gender expression, race or ethnicity, religion or belief, sexual orientation, or other personal circumstances.  We understand that people perform better when they can be themselves and that by creating an environment that includes everyone, our staff will perform to their full potential.  We do not discriminate against employees or job applicants and select the best person for each job based on relevant skills and experience.  **Safeguarding Statement**  At East Cheshire Hospice we are committed to creating and maintaining a safe and secure environment for all individuals. Safeguarding is a top priority for us, and we expect every staff member to share this responsibility and be aware of their role in protecting vulnerable individuals.  All employees must adhere to our safeguarding policies and procedures, which are designed to prevent harm, abuse, or neglect to individuals within our care and those who work for the organisation. We expect our staff to be vigilant, take immediate action when concerns arise, and report any safeguarding issues promptly to the designated Safeguarding lead.  **Commitment to Sustainability**  East Cheshire Hospice are committed to act responsibly, consider the wider implications of our actions, and strive to better our practices to minimise waste, energy and our carbon footprint whilst achieving the charity's service objectives and ensuring patient care is not adversely impacted. |