

Community Fundraiser



Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Fundraising Department Vision

As a dynamic team, to act as a highly skilled charity partner that is collaborative, responsive, proactive, solutions focused and adds value to the hospice and our community. In so doing, we provide an outstanding donor experience and engender ongoing donor loyalty and support.

It is important to us that all our colleagues:

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others
- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

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To succeed in this role, you will have:

- Demonstrable experience of relationship management and development
- A high level of emotional intelligence, as well as interpersonal and communication skills
- The ability to remain positive, creative and solutions focused, even when under pressure
- A proactive, innovative and creative approach to concepts and an openness to ideas
- Experience of working on your own and as an integral part of a team
- A high level of personal accountability
- The ability to be proactive and actively engage and work collaboratively with all areas of the organisation
- The ability to critically review data and information and analyse and report on the outcomes
- A positive approach to ensuring the best donor experience, satisfaction, and responsiveness
- The ability to prioritise and respond to changing fundraising needs
- The ability to take on constructive criticism and act upon it
- The ability to work to income targets
- The ability to travel around North Devon without the use of public transport
- The flexibility to work weekends and evening to support events, where required.

In this role you will be responsible for:

- Working with and supporting members and organisations of the community we serve to put on events in aid of North Devon Hospice
- Supporting the Fundraising team in delivering the required income to sustain the charity
- Engendering increased long term loyal support from our community
- Increasing income from this income stream achieving a stated annual target
- Developing, sustaining, and growing close relationships with all areas of our community including both individuals and organisations
- Nurturing and supporting our Friends groups
- Ensuring that all supporters are appropriately thanked, valued and acknowledged
- Delivering presentations and talks to schools, community groups and clubs promoting North Devon Hospice as a local charity, and in so doing harnessing their support
- Managing our relationships with our volunteers so that they feel valued and recognised

Your competency framework – you will:

Strategic Thinking and Setting Direction

- Proactively promote and engage in change and model the changes expected
- Work with colleagues and other professionals internally and externally to critically analyse practice and use evidence and feedback, both positive and negative, to identify options, risks and solutions
- Look ahead and track changing priorities, integrating information from multiple sources, analysing the impact, appropriately escalating risks and issues and acting on emerging opportunities quickly and decisively

Sharing the Vision and Delivering the Service

- Have a flexible approach and establish ongoing plans to deal with the more complex and difficult issues
- Support, coach and mentor others, asking questions to empower them to work out the answers for themselves, enabling the team to perform at its best, sharing learning to build success within and beyond the team
- Contribute to shaping future plans together with the team, linking tasks to organisational goals, being mindful of resources
- Understand and interpret relevant legislation and accountability frameworks

Leading People

- Pay close attention to what motivates individuals in your team so that they can channel their energy so they deliver their objectives



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- Employ strategies to manage conflict of interests and differences of opinion
- Give people the belief that change is achievable and that their contribution matters, encouraging the team to identify problems and solve them
- Demonstrate that the health and wellbeing of your team are important to you
- Encourage the team to deliver on the shared purpose, as much as on their individual objectives, looking out for opportunities to celebrate and acknowledge high standards

In addition, we will ask you to:

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process to help safeguard the welfare of patients, visitors, and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

The small print:

- This job description may be reviewed in consultation with you and considering any changing service requirements
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time

November 2024