

Job Description

Job Title: Community Engagement Co-ordinator

Grade: B4: £23, 949 - £26, 282 (pro rata)

Hours of duty: 22.5hrs a week

Organisational Arrangements

Accountable to: Community Engagement Lead

Other Accountabilities: Director of Income Development & Marketing

Role Summary

Working as part of small team of fundraisers this role requires the motivation, to support third party (community) fundraisers as they in turn support patient care at Dr Kershaw's Hospice.

Able to communicate on any level, with the confidence to stand up and engage with large groups, or have a one to one conversation with a recently bereaved family this role requires creative thinking with the ability to develop a third party fundraiser's ideas, and your own, to provide the best journey for all parties.

This role requires the ability to adapt to change, manage a varied and interesting diary, and be particularly adept at managing constantly changing priorities.

Key responsibilities:

- Cultivating and stewarding third party fundraisers to ensure a dynamic Hospice fundraising experience that is beneficial both to the third party and to Dr Kershaw's Hospice;
- Proactively engaging with current and prospective members of the community, to raise awareness of Hospice services and raise essential funds;
- Establish and develop relationships within the community to maximise sustainable opportunities;
- Attend third party fundraising events and cheque presentations;
- Work with the Community Engagement Lead to prioritise and assign work commitments appropriately;
- Provide information and assets to support and contribute to the Hospice's established Marketing & Communications department;
- Work proactively with the Community Engagement Lead to develop new fundraising campaigns and initiatives;

- Devise income generation activities aligned to a community audience;
- Be able to work flexibly, including evenings and weekends, which may entail hours being spread across multiple days;
- Keep up-to-date on best practice within the charity sector generally and particularly changes to communications, legislation, and codes of practice;
- Represent the Hospice at internal and external events as required, and represent the team at a variety of meetings;
- Support the promotion of all Income Development activities and Hospice services;
- Responsibility for cash handling, public collections, and accurate record keeping and reporting;
- Provide the Community Engagement Lead with updates and written progress reports as requested and to facilitate monthly one to one meetings;
- Undertake all relevant Income Development fundraising administration using the Hospice's CRM and in line with GDPR regulations;
- Liaise with Hospice staff, volunteers, patients and their loved ones to develop case studies to help us tell our story and dispel myths around hospice care;
- Any additional responsibilities as deemed reasonable by the Community Engagement Lead.

Health and Safety/Security

1. To be familiar with all requirements of the Health and Safety at Works Acts and the Hospice Health & Safety policies and regulations applicable to the post.
2. To co-operate actively with the nominated Health & Safety person in achieving the aims of the Hospice Health & Safety Policy, Fire Regulations, related issues and various procedures and ensure the legal requirements are met.
3. To take responsible care the health and safety of themselves and of others who may be affected by their acts or omission, and comply with the Health and Safety legislation.
4. To wear appropriate safety clothing and use appropriate safety devices as requires, and not to interfere with or misuse anything which is provided in the interests of health and safety.
5. To report and co-operate with the investigation of all incidents and accidents that have led to or may lead to injury and to report all hazards or shortcoming in the protection arrangements.
6. To ensure as far as predictable that all materials used within the Hospice and its subsidiaries for fundraising activities are properly stored, used and disposed of and that any items of equipment are properly tested, used, maintained and repaired as necessary.

Education & Training

The post holder will:

1. Participate in the Hospice appraisal system.
2. Maintain high professional standards and continue own personal and professional development.
3. Assist in teaching and the supervision of other members of staff and volunteers.
4. Participate in the orientation of new staff.
5. Attend all mandatory training/update sessions.

General

1. **Confidentiality** - It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant Hospice policies are met in respect of information held on the Hospice computer system.
2. **Equal Opportunities** – The Hospice is committed to equality of opportunity. All staff are required to comply with current legislation and Hospice policies.
3. **Health and Safety** – Staff must ensure they are familiar with the requirements of the Health and Safety Work Act (1974) and the Hospice Health and Safety policies and regulations applicable to their post.
4. **Safeguarding** – Dr Kershaw's Hospice is committed to safeguarding adults and children and expects all staff to share in this commitment. Staff have a responsibility to ensure that they are aware of specific duties relating to their role and should familiarise themselves with the Hospice safeguarding policy. Regular safeguarding training updates will be held and are mandatory for all staff.

The above indicates the main duties that may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post holder.

PERSON SPECIFICATION

JOB TITLE: Community Engagement Co-ordinator

Note to applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

| KEY: E = Essential D = Desirable A = Application I = Interview P = Practical S = Short listing criteria | | |
|--|-------------------------|-----------------|
| Requirement | Essential/ Desirable | Assess from: |
| Education & Qualifications | | |
| Educated to A-level standard or equivalent, and /or have substantial relevant work experience to a minimum of 5 years | D | A, I |
| Relevant qualification in fundraising or Community Fundraising | D | A, I |
| Experience & Knowledge | | |
| Proven experience in meeting income targets and KPIs | E | A, I, S |
| Proven experience of actively engaging with members of the public on all levels | E | A, I, S |
| Experience in monitoring and evaluating projects | E | A, I |
| Experience in managing data on CRM (Customer Relationship Management) systems and good knowledge of GDPR | D | A, I |
| Experience of working in the charity sector | D | A, I |
| Significant experience of working with and to a wide range of financial and non-financial KPIs | D | A, I, |
| Demonstrable knowledge and understanding of Community Fundraising or similar scenario | D | A, I |
| Up-to-date knowledge of best practice within the charity sector generally and particularly changes to communications, legislation, and codes of practice. | D | A, I |
| Experience of building effective relationships with key internal and external stakeholders | E | A, I, S |
| Excellent written and verbal communications skills – with the ability to write creatively for different audiences and purposes and able to influence small and large groups of stakeholders through storytelling | E | A, I, S |
| Networking and strong interpersonal skills – the ability to build good relationships across all levels of the organisation and externally | E | A, I |
| Personal Attributes | | |
| Full clean driving licence with access to own car | E | A, I, S |

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|---|---|----------------|
| Ability to drive Hospice van | D | A, I |
| Committed to equal opportunities, anti-discrimination, anti-oppressive policy and practice and social inclusion | E | A, I, S |
| Works in an empathetic and sensitive way at all times, particularly when in contact with or distributing information to/on behalf of Hospice families | E | A, I |
| Committed to the values and work of voluntary and community organisations | E | A, I, S |
| Able to work as part of a team and on own initiative | E | I |
| Enthusiastic and self-motivated | E | A, I |
| Application of creative and lateral thinking, combined with good problem-solving skills | E | A, I, P |
| Ability to work on a number of competing high priority projects, using different disciplines, at once | E | A, I, P |
| Ability to work sensitively with people of differing viewpoints | E | I, |
| Excellent communication skills with an excellent standard of written and oral English | E | I, P |
| Strong IT, digital and administrative skills | E | I, P |
| Pro-active and a self-starter | E | I |
| Ability and willingness to work flexibly including some evening and weekend work | E | I |
| Able to travel in course of carrying out duties | E | A, I |