

## JOB DESCRIPTION

<b>Job Details</b>	
<b>Job Title:</b>	Challenge and Events Fundraiser
<b>Band:</b>	Croner – Charity (All) – Rank 5
<b>Department:</b>	Fundraising
<b>Directorate:</b>	Marketing & Engagement Team
<b>Reporting to:</b>	Relationship Fundraising Lead
<b>Responsible for:</b>	Fundraising Volunteers
<b>Location</b>	Based at the Hospice in Winsley, working from home and working out in the Community.

### **Job Summary / Main Purpose:**

Working closely with the Relationship Fundraising Lead you will be responsible for developing our award-winning event portfolio, including our growing set of challenge activities. Developing and delivering events and challenges is critical to ensuring we are maximising our community engagement and delivering vital income.

You will continually research, develop, test and improve our events, ensuring we are growing our event and challenge attendees at pace, both in terms of attendance and income value.

You will use both events and challenges to acquire new audiences, using this platform to educate our community about Dorothy House and the importance of investment in hospice care. Delivering an exceptional event and challenge communication journey to help maximise supporter income potential.

Retention of our supporters is key to growing our income and support over the long term. You will deliver, develop and maintain an outstanding set of stewardship journeys for all event and challenge participants.

You will be responsible for each part of the delivery of our events and challenge events, from registration and promotion to pack-down. This includes maintaining agreed budgets agreed and set with the Relationship Fundraising Lead.

### **Principal Duties and Responsibilities**

- Plan, support and deliver events and activities organised directly by the organisation (including overseeing volunteers) and encourage participation in events organised externally.
- Support, encourage and maximise all Dorothy House led fundraising activities, ensuring they are all correctly branded, well marketed and reach full fundraising potential for income generation and brand awareness.
- To be accountable for and deliver to agreed income targets and key performance indicators.
- To steward event participants on an event by event donor journey to maximise engagement and maximise income potential.
- To establish and maintain a good volunteer network for events that adds real value and to ensure the volunteers are seen as a genuine extension of Dorothy House.
- To organise key fundraising campaigns and Hospice led events as required.
- To build and develop relationships with third party running and challenge providers to support with the delivery of Dorothy House led events and challenges as well as inspire participants to take part in the third party running and challenge events.
- Support and maximise all third party led event and challenge fundraising initiatives.
- Develop and implement the virtual challenge event calendar.
- To evaluate the fundraising effectiveness of challenge events, providing recommendations for change.
- To establish and maintain a good events support volunteer network, that add real value.
- Keep up to date with fundraising trends
- To ensure that all income and expenditure is correctly accounted for and all cash handled in accordance with the Hospice's procedures and to ensure that all fundraising activity is legal, ethical and conducted to the highest possible standards.
- To ensure that all external activities are warmly recognised, acknowledged and thanked in accordance to the Dorothy House process.
- Support signing up, briefing, motivating and thanking hospice volunteers for initiatives within team's remit.
- To attend regular 121s and departmental team meetings to review performance, plan future fundraising activities and share relevant information.
- Maximise publicity on all fundraising activity within the local area, using internal departments and external media partners.
- To undertake training when necessary and participate in regular appraisals and performance reviews.
- To be flexible and adaptable in approach and prepared to work weekends and evenings.
- To support other members of Dorothy House as required.
- To deliver professional reports and presentations as required.

- To ensure that all admin associated with initiatives within remit and any admin support directed by the Fundraising Leadership, is effected promptly, with a particular focus on database maintenance of contacts and ensuring that acknowledgement letters and certificates of thanks are sent out and recorded accurately on the database.
- To ensure that all actions comply with the Data Protection Act and relevant charity Codes of Best Practice and legislation.
- Ensure compliance to safe systems, practice and processes, and ensure that activities responsible for meet all relevant statutory standards.
- Carry out risk assessments for events within remit and liaising with insurance company.

**Responsibilities:**

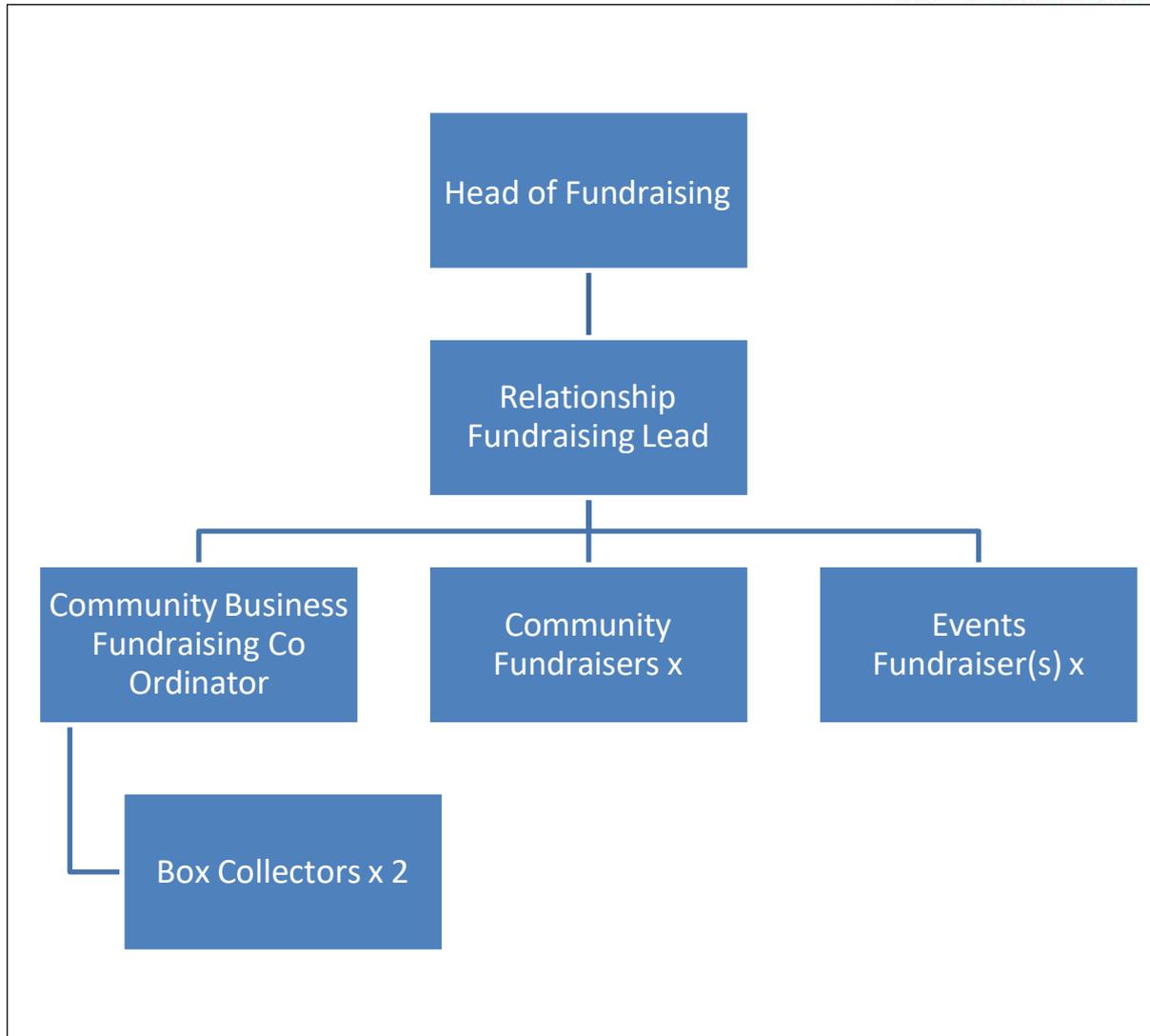
- The post-holder will supervise volunteers as required – this may include input into volunteer recruitment and training.

**Professional Development:**

- To ensure that your knowledge is continuously updated on fundraising best practice and sector changes; keeping up-to-date with knowledge through attending external training, conferences, workshops, webinars and research.
- The post holder will be responsible for continually maintaining their working knowledge of practices, policies and procedures and highlight ongoing training and development needs to their manager.

It is a requirement of the post holder to be present occasionally alone in charge or in assistance at out-of hours functions. Such attendance to be agreed with the Relationship Fundraising Lead who will allow time off in lieu to be taken as appropriate.

**Structure Chart**



### **Contacts**

- Relationship Fundraising Lead.
- Members of the Fundraising and Agency Team (Marketing and Communications)
- Members of the public and media - fostering relationships, receiving cheques, attending functions.
- Members of volunteers and support groups - contact at all levels.
- Volunteers who assist in Community based fundraising activities in a variety of ways ensuring that Dorothy House is represented in a professional positive and appropriate manner at all times.
- Current and prospective donors.
- Fundraisers from charities with whom Dorothy House is working in partnership to deliver services.

### **Special Note**

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

### **Leadership Commitment**

As a People Manager at Dorothy House, you play a vital role in shaping our culture, supporting our teams, and delivering our purpose “**to empower, collaborate and deliver so that no one faces death alone**”.

As part of our Manager Role Profile, this role is identified as a “**Team Leader**”. This means that you will commit to:

#### *Lead Me Well:*

- Set clear agreements and make sure people understand what’s expected of them.
- Follow through on what you say you’ll do.
- Tend to difficulties early - don’t escalate issues that are yours to hold.

#### *Support My Development and Wellbeing:*

- Check in regularly on how people are doing - not just tasks.
- Spot strengths and offer opportunities to grow.
- Notice stress early and take action.

#### *Listen to Me and Keep Me Informed:*

- Keep to regular check-ins - don’t cancel without good reason.
- Keep your team in the loop.
- Listen without distraction and respond clearly.

### **No Smoking Policy**

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients’ homes.

### **Confidentiality**

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

### **Safeguarding**

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

### **Health and Safety at Work Act**

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

## Person Specification –

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Good standard of English and Maths	x	
Confident using databases and Microsoft Office tools to generate and present reports.	x	
Experience in working towards and delivering revenue targets		x
Previous fundraising or sales experience	X	x
Experience of working with volunteers		x
A passionate leader, able to motivate and lead by example.	x	
Excellent organisational skills.	x	
Results driven with a creative and innovative approach to problem solving.	x	
Full UK driving licence with access to a vehicle*	x	



\*due to the community responsibilities of the role. Regularly traveling door to door of local businesses. In some cases outside of public transport times and areas.