

JOB DESCRIPTION

Job Details	
Job Title:	Challenge and Events Officer
Salary:	Croner rank 7
Department:	Fundraising
Directorate:	Marketing & Engagement Team
Reporting to:	Challenge and Events Fundraiser
Responsible for:	Fundraising Volunteers
Location	Based at the Hospice in Winsley, working from home and working out in the Community.

Job Summary / Main Purpose:

Working closely with the Challenge and Event Fundraiser and the Relationship Fundraising Lead you will support the delivery of our award-winning events portfolio, including a range of community-led and challenge events. You will play an important role in ensuring events are well-organised, accessible, and engaging, thereby supporting vital income generation.

You will contribute to the planning and administration of events and challenge activities, help maintain excellent supporter stewardship, and assist in promoting fundraising campaigns. You'll also support post-event communications and administrative processes.

You will have the opportunity within this role to contribute to the continuous improvement of our fundraising activity.

You will use both events and challenges to help 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 and maintain an outstanding set of stewardship journeys for all event and challenge participants.

You will help to deliver our events and challenge events, from registration and promotion to pack-down.

Principal Duties and Responsibilities

- Assist in the planning and delivery of Dorothy House-led events and activities, including coordination of volunteers and logistical support.
- Provide administrative support for the management of community challenge events, ensuring events are well-publicised and participants receive excellent supporter care.
- Help with the production of marketing materials and content in conjunction with the Marketing and Communications team.
- Support income tracking, basic budgeting tasks, and reporting, under supervision.
- Maintain supporter records and donor journeys within the CRM system, ensuring timely acknowledgements and communications.
- Encourage involvement in third-party and virtual challenge events by liaising with external providers as directed.
- Ensure that fundraising activities comply with relevant legislation and are conducted ethically and safely.
- Support volunteer engagement, including communication, briefing packs, and rota coordination, under the guidance of senior team members.
- Attend team meetings and contribute ideas and feedback on fundraising activities.
- Represent Dorothy House professionally at community events and cheque presentations as required.

Other Responsibilities:

- The post-holder may need to help supervise volunteers as required

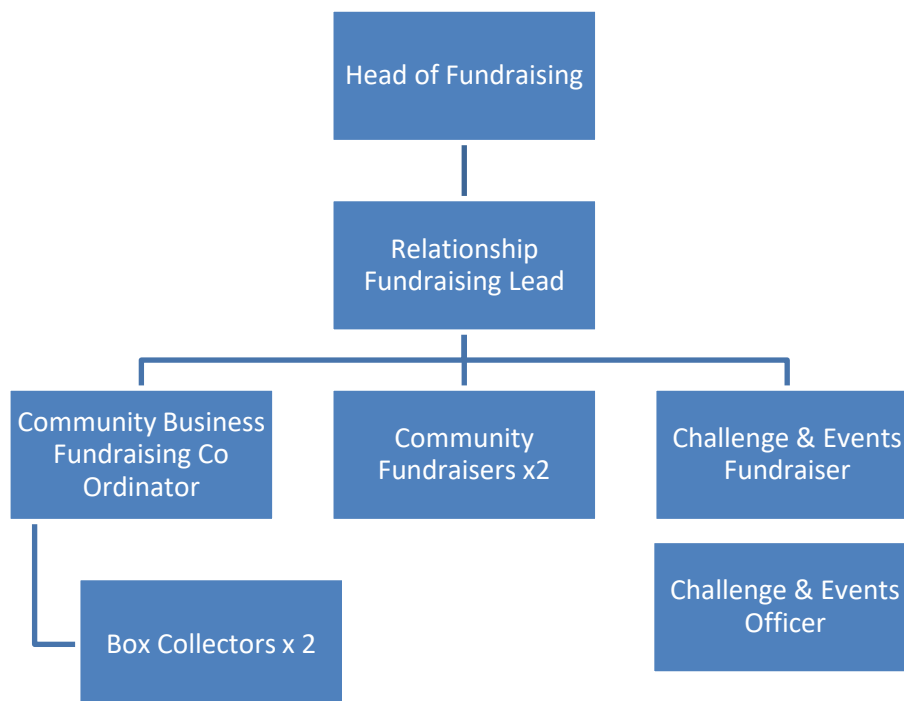
Professional Development:

- 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.

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 –

Criteria	Essential	Desirable
Good standard of English and Maths	x	
Confident using databases and Microsoft Office tools	x	
Experience working in fundraising, events, sales or an administrative setting		x
Experience of working with volunteers		x
Ability to work flexibly, including occasional evenings and weekends	x	
Excellent organisational and time management skills.	x	
Results driven with a creative and innovative approach to problem solving.	x	

Full UK driving licence with access to a vehicle*	x	
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*due to the community responsibilities of the role. Regularly traveling door to door of local businesses or to events. In some cases outside of public transport times and areas.