



Job Description

Job Title	Grade/Salary
Community & Events Assistant	£25,000 FTE
Accountable to	Responsible for
Community & Events Fundraising Manager	Volunteers

Job Purpose and Role

At Teesside Hospice, we transform lives. Our mission is to provide exceptional care, compassion and support for those facing life-limiting illnesses. We are dedicated to making every moment count for patients, families and our community.

The Fundraising Assistant plays a vital role in supporting the delivery of community and events fundraising activity. Working closely with the Community Fundraiser and Events Fundraiser, this role provides high-quality administrative, operational and supporter care support to ensure fundraising activities are well organised, professionally delivered and supporters receive an excellent experience.

This is a varied, hands-on role, ideal for someone looking to develop experience in fundraising, events and supporter engagement within a charity environment.

Main Duties and key result areas

Fundraising Support (Community & Events)	• Provide day-to-day administrative and operational support to the Community Fundraiser and Events Fundraiser. • Assist with the planning, preparation and delivery of community fundraising activities, events and campaigns. • Support event logistics, including preparation of materials, booking resources and coordination of information. • Attend fundraising events and community activities as required to provide on-the-day support. • Assist with income processing, ensuring donations, sponsorship and event income are recorded accurately and promptly. • Support the stewardship of supporters by ensuring timely and appropriate follow-up communications and thank-you processes.
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Supporter Care	• Act as a point of contact for fundraising enquiries, responding in a positive, professional and helpful manner. • Provide excellent supporter care to individuals, groups, schools, businesses and volunteers. • Assist supporters with fundraising ideas, resources and guidance where appropriate. • Ensure supporter information, consent preferences and Gift Aid declarations are accurately captured and recorded.
Administration and Data Management	• Create, update and maintain accurate supporter records on CRM and database systems. • Maintain accurate digital and paper-based records in line with data protection requirements. • Support the management of shared fundraising inboxes and correspondence. • Assist with basic reporting, tracking activity, income and supporter engagement as required. • Prepare fundraising packs, materials and resources for events and community activity.
Team and Cross-Organisational Working	• Work collaboratively with the Community and Events Fundraising Team to support shared objectives. • Liaise with colleagues across the organisation, including Marketing, Supporter Care and Finance, as required. • Support volunteers involved in fundraising activity, providing guidance and assistance where appropriate. • Represent Teesside Hospice positively at events and within the community.

Delivering to our Values

Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

Skilled

- Having and showing the knowledge, ability or training to work well
 - Seeking opportunities to learn from a wide range of sources
 - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.
- Fulfil obligations in relation to safeguarding, namely: recognising possible abuse, including knowing what abuse is, what to look out for, and how to be vigilant at all times. Respond quickly and appropriately to possible concerns. Sometimes a concern is obvious, sometimes it is not. Report my concerns to the appropriate person to ensure that me and my organisation does everything possible to keep our patients and people safe and supported and record my observations and concerns, including the actions I and others have (or haven't) taken.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the department Director. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed Date

Print name



Person Specification

Attribute	Detail	Essential or Desirable
Skills & Abilities	Strong organisational skills and attention to detail	E
	Good written and verbal communication skills	E
	Ability to work as part of a team and support multiple colleagues	E
	Ability to manage a varied workload and meet deadlines	E
	Confident using IT systems and digital tools	E
	Customer-focused approach with a commitment to excellent supporter care	E
Knowledge & Experience	Experience in an administrative, customer service or support role	E
	Experience supporting events or community activities	D
	Understanding of fundraising or charity environments	D
	Experience using databases or CRM systems	D
Education & Qualifications	Good standard of education/literacy/numeracy	E
	Full UK Driving Licence	E
Personal Attributes/ Key skills	Enthusiastic and proactive approach	E
	Willingness to learn and develop new skills	E
	Professional, reliable and trustworthy	E
	Empathetic and sensitive to the work of a hospice	E
	Enthusiastic and proactive approach	E
	Willingness to learn and develop new skills	E
Other	An understanding of, and empathy for, the work of Teesside Hospice	D
	Flexibility to work unsocial hours, including weekends and evenings, and to travel as required	E
	Ability to drive a small fundraising van.	E
	Access to own car for work purposes	E