



Job Description

Job Title	Grade/Salary
Individual Giving Fundraiser	£29,209 to £33,383
Accountable to	Responsible for
Relationship Giving 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. To achieve this, we are building a team of passionate, innovative professionals who are ready to make a difference.

The Individual Giving Fundraiser will drive ambitious growth in individual giving across Teesside Hospice, supporting the development of income from appeals, regular giving, in-memory support, cash donations and other supporter-led giving opportunities. The role will focus on building strong relationships with supporters, delivering excellent donor care and maximising supporter engagement and income through high-quality communications, stewardship and fundraising activity.

Main Duties and key result areas

Individual/Team	<ul style="list-style-type: none"> • Create new opportunities and help to expand existing individual giving income streams, including appeals, regular giving, in-memory giving and cash donation activity. • Be responsible for generating income and growth across a variety of individual giving products and campaigns. • Support the planning and delivery of fundraising campaigns and appeals across a range of channels, including email, direct mail, digital and social media. • Build and maintain relationships with donors through face-to-face, email, written and telephone communication. • Identify supporter engagement opportunities, giving patterns and motivations, taking action where appropriate to cultivate support. • Help develop strong supporter journeys which encourage repeat support, long-term loyalty and increased lifetime value. • Work closely with colleagues across fundraising and marketing to develop and promote individual giving activity.
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	<ul style="list-style-type: none"> • Attend fundraising activity, meetings and events where required and represent the charity in a professional manner. • Actively encourage and attract volunteers to assist in individual giving campaigns and supporter engagement activity. • Proactively seek ways to grow income, improve supporter experience and maximise opportunities such as Gift Aid, consent capture and follow-on support.
Administration	<ul style="list-style-type: none"> • Create, update and manage supporter records on all databases/CRM systems to enable accurate reporting measures to be undertaken. • Maintain accurate records, both digitally and paper based, to ensure consistency and accuracy in a timely manner. • Maintain files and documents, archiving duplication and unnecessary files where appropriate. • Respond to all fundraising queries and requests in a timely manner. • Assist with the management of the department email inbox, responding to contact requests and distributing workload to relevant team members. • Support campaign administration including audience selections, coding, fulfilment, tracking and reporting.
Supporter Care	<ul style="list-style-type: none"> • React to all incoming queries in a positive and proactive manner. • Assess supporter needs and be proactive in responding and offering help and support. • Be proactive in offering alternative ways to support the charity. • Be proactive in growing supporter engagement, income generation and ensuring add-on fundraising methods are captured, i.e. Gift Aid, consents and other relevant supporter information. • Ensure supporters receive timely thanks, appropriate acknowledgement and meaningful communication about the impact of their support. • Deliver excellent donor care to all Teesside Hospice supporters, ensuring every interaction reflects the values of the charity.

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.

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 planning and organisational skills and an ability to manage a demanding workload with a flexible and collaborative approach	E
	Excellent people skills and the ability to form and maintain professional relationships	E
	Presentation skills and confidence to deliver talks and presentations to the public	E
	Ability to work to tight deadlines, under pressure and in a busy environment	E
	Strong written communication skills and the ability to produce engaging supporter-focused content	E
	Act in a professional manner and able to deal with people at all levels within the organisation.	E
	Excellent IT & digital skills	E
	Ability to analyse campaign results and supporter information to identify opportunities for growth	D
Knowledge & Experience	A clear understanding of data protection and confidentiality	E
	Excellent digital and social media knowledge	E
	Sales or customer relationship experience	E
	Understanding of supporter retention	D
	Understanding of charity legislation	D
	Knowledge of online fundraising platforms	D
	Experience of using a CRM system	D
	Understanding of individual giving, donor stewardship or direct marketing fundraising	D
Fundraising Experience	D	
Education & Qualifications	Good standard of education/literacy/numeracy	E
	Clean & current driving license	E
Personal Attributes/ Key skills	Ability to work as part of a team	E
	Ability to remain calm and professional during difficult situations.	E
	The ability to multi-task and prioritise whilst working to tight deadlines	E
	Be proactive, positive and enthusiastic	E
	Excellent communication skills both written and verbal	E

	Ability to work with minimal supervision, taking responsibility for your own work.	E
Other	An understanding of, and empathy for, the work of Teesside Hospice	E
	Flexibility to work unsocial hours, including weekends and evenings, and to travel as required	E
	Ability to independently travel across Teesside	E
	Ability to drive a small fundraising van.	D