



## JOB DESCRIPTION UHCW CHARITY ASSISTANT

REPORTS TO: COMMUNITY & EVENTS FUNDRAISER

37.5 HOURS

SALARY RANGE: £23,000 - £26,000 DEPENDING ON EXPERIENCE

### **JOB PURPOSE**

To assist the UHCW Charity team in the co-ordination and development of fundraising initiatives  
Engage with staff, patients and their families, community groups and corporate partners to build long term profitable relationships with new and existing supporters  
Help to raise the profile of UHCW Charity, grow its portfolio of events and increase UHCW Charity income

### **PRINCIPAL OBJECTIVES**

- To assist the Community & Events Fundraiser in maximising support by researching and planning new fundraising opportunities
- To help co-ordinate and organise fundraising events with our team of volunteers, to generate new income and deliver against annual targets
- To encourage current supporters, community groups, corporate partners, volunteers & UHCW NHS Trust staff to fundraise for UHCW Charity
- To work in collaboration with the Charity team to identify and cultivate new supporters/donors
- To represent UHCW Charity at presentations, events, meetings and networking opportunities, enhancing the UHCW Charity brand at all times
- To creatively tell a compelling story, collate and upload relevant fundraising content for UHCW Charity's social media platforms, in conjunction with the Marketing Officer

### **DUTIES AND RESPONSIBILITIES**

#### **FUNDRAISING**

- Build rapport and relationships with all new, existing and potential supporters through face-to-face meetings, presentations and phone calls to inspire them to participate in/host fundraising activities
- Provide support and advice to supporters to ensure that they have the resources to maximise their fundraising for UHCW Charity
- Help prepare presentations, attend meetings and events at the request of the Community & Events Fundraiser
- Collate and share approved case studies with supporters

#### **STEWARDSHIP**

- Contribute to the fundraising team's effective stewardship of donors with planned, regular communications
- Support the delivery of timely and personalised donor thank you letters
- Follow up on and deliver actions discussed/agreed during supporter meetings in a timely manner
- Ensure UHCW Charity meets the agreed requirements of donors, including supporter visits, recognition opportunities, PR and news updates

#### **CUSTOMER RELATIONSHIP MANAGEMENT DATABASE - HARLEQUIN**

- Maintain GDPR compliant, accurate and up-to-date records of supporter communications on the CRM database
- Work in collaboration with the Charity Administrator to maintain accurate records of pledges, donations, volunteering, gifts in kind and acknowledgments

#### **ADMINISTRATION**

- Produce reports and other information as requested by the UHCW Charity Director
- Help the Community & Events fundraiser to follow up enquiries, arranging meetings and presentations



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- Work closely and effectively with the fundraising team to gather and collate information that will enhance UHCW Charity's case for support

### **FINANCE**

- Liaise with the Charity Administrator to ensure that all donations are acknowledged and coded correctly

### **RELATIONSHIPS**

- Work with the Community & Events Fundraiser to develop effective donor relationships, providing an excellent level of supporter care
- Build effective supporter relationships with UHCW NHS Trust staff across all sites

### **OTHER**

- A willingness to travel and work flexibly to support events (flexible working hours are essential for this role, with some evening, bank holiday and weekend working required)
- Operate within Charity Law, GDPR and the Fundraising Regulator's Code of Fundraising Practice

### **ESSENTIAL WORK SKILLS**

- Ability to adapt to the changing fundraising environment
- Ability to present information to groups and individuals clearly and concisely
- Exceptional communication skills: written, face-to-face and on the phone
- Outstanding organisational skills and the ability to manage multiple tasks at one time
- Good level of computer literacy particularly Microsoft Office and the ability to use a CRM database

### **PERSON SPECIFICATION**

#### **ESSENTIAL**

- Minimum 1 years' experience of building and developing effective working relationships
- Emotionally intelligent and able to empathise with a wide variety of people, particularly with families who have been bereaved
- A positive, flexible can-do attitude with the ability to deliver excellent quality of work under time-pressure
- Confident, cheerful with a friendly disposition and able to work as part of a team
- Ability to drive and availability of a car, insured for business use

#### **DESIRABLE**

- Experience of working or supporting charities/organisations working in the children's or health sectors
- Awareness of current issues in the charity sector and the NHS
- Marketing experience

#### **GENERAL**

- In this role, the post holder will be required to adhere to all UHCW Charity policies including Equality and Diversity, Safeguarding and Health and Safety. An enhanced DBS check will be conducted
- Work flexibly and undertake all activities as the role requires and as is necessary, as instructed by the Community & Events Fundraiser or UHCW Charity Director