



JOB DESCRIPTION

Job Title:	Fundraising Assistant
Responsible to:	Head of Fundraising
Department:	Fundraising
No of Job Holders:	1
Last Update:	March 2025

Job Purpose

- The postholder will support the activities of the fundraising department. Stewarding and thanking donors, updating the fundraising database, monitoring the Fundraising and room-bookings inbox, acting as the first point of contact for a wide range of supporters and suppliers, including some high value donors, maintaining a professional approach at all times.
- To work as a member of the Fundraising team to ensure a strong positive public image is maintained and optimum income is achieved from all elements of fundraising.

Role Dimensions

- The role includes the following key dimensions: Administration and support in all areas of Fundraising, thanking donors, updating the fundraising database, room bookings, fundraising initiatives, and donor stewardship across different income streams.

Role of Department

- To achieve strong sustained net income growth in order to enable the Hospice to meet its operational and strategic aims.
- To communicate the value of the Hospice to supporters, raising brand awareness and promoting services as a leading provider of specialist palliative care.
- To identify and develop a varied portfolio of income streams ensuring sustainability.
- To establish and maintain sustainable relationships to benefit Hospice fundraising and marketing initiatives.
- To work as part of the wider hospice team to contribute to the overall strategic aims of the hospice.

Roles & Responsibilities

Fundraising

- To be the first point of contact for the Fundraising Team through phone, email and face to face engagement.
- To be responsible for the administration needs of designated fundraising activities including in-memory, legacy, community, events, individual giving and corporate fundraising.
- To support room bookings for internal and external stakeholders and manage all tasks from enquiry to delivery.
- To work with and support members of the fundraising team to achieve team and individual targets.
- To participate in fundraising meetings, noting and distributing meeting notes and minutes.
- To ensure that leads, enquiries and contacts in relation to fundraising are processed in a timely

manner.

- To help and develop relationships with existing donors to maximise fundraising income.
- To attend and represent the Hospice by providing support at fundraising events, such as operations delivery, donation collections etc.
- To provide support and guidance to external groups involved in fundraising activities.
- Collaborate with the Accounts team to reconcile budget spreadsheets.
- To help secure participation in or attendance at fundraising events, initiatives and appeals.
- Stock control of fundraising merchandise.
- To support the departments goals of going paper-light.

Database Management

- Take responsibility for ensuring that full and accurate donor records are maintained on the Fundraising database (Raisers Edge) including timely processing of donations, donor thank you correspondence and additional stewardship.
- Working alongside Finance to ensure that donations are correctly coded on Raisers Edge.
- Assist in preparation of data for Gift Aid claims.
- Ensure that data processing is in accordance with GDPR compliance.
- Work with the Data Manager to ensure Raisers Edge records are maintained and updated.

Stewardship

- To ensure that supporters are thanked in a timely and appropriate manner.
- Support donors with sponsor forms, issuing collateral and any further support they may need within reason to support the donors fundraising initiative.
- To help identify compelling and innovative PR stories that fit with the fundraising department's campaigns and achieve maximum possible media coverage, liaising with marketing and communications department.
- To work creatively and innovatively maximising donor support across a range of fundraising activities.

Other

- To provide regular and ad hoc updates as required, including reporting
- To develop relationships with key fundraising volunteers.
- To allocate tasks and provide direction for volunteers involved in fundraising events and activities.
- To participate in team meetings and relevant hospice working groups as necessary.
- To be proactive in identifying and addressing own personal education and development needs.
- To build relationships with a variety of supporters and stakeholders.
- To participate in the educational programmes offered by the hospice, internally and externally, raising awareness of developments in own specialty and in the wider fundraising discipline.
- To participate in the hospice professional development and review process to promote personal and service developments.
- To provide support and cover for team members, including the Cans team
- To operate within the policies, procedures and guidelines of the Hospice, reflecting both national legislation and industry best practice.
- Carry out other tasks consistent with the general remit of the post.

This job description is subject to periodic review with the postholder. Duties may change in line with the service changes and of the postholders own personal development.

I agree that this is an accurate reflection of the duties involved in my current role in The Prince & Princess of Wales Hospice.

Job Holder's Signature: _____ **Date:** _____

Head of Department's Signature: _____ **Date:** _____

PERSON SPECIFICATION

Attributes	Essential	Desirable
Qualifications		
- Fundraising qualification		Yes
- Full valid driving license and access to a vehicle	Yes	
- Raisers Edge NXT fundamentals 2025 qualifications	Yes	
Experience		
- Previous experience of working within a fundraising or sales environment		Yes
- Previous experience of working in an administration role		Yes
- Previous fundraising experience		Yes
Skills & abilities		
- Computer literate with good PC skills. Experience with Microsoft Office	Yes	
- Experience with a relationship management database, such as Raiser's Edge		Yes
- Ability to analyse problems and develop solutions	Yes	
- Dynamic, self-motivated person who has the ability to work unsupervised whilst also being a team player	Yes	
- Excellent organisational skills and the ability to prioritise and time manage effectively to meet deadlines	Yes	
- Ability to work under pressure while paying attention to accuracy and detail	Yes	
- Demonstrate interpersonal, listening and relationship building skills	Yes	
- Good presentation skills	Yes	
- Ability to communicate effectively and influentially with a range of stakeholders verbally and in writing	Yes	
- Ability to keep accurate records	Yes	
Knowledge		
- Knowledge of hospice care		Yes
- Knowledge of fundraising regulations		Yes
Personal		
- Enthusiastic with a positive and creative approach	Yes	
- Professional and friendly	Yes	
- Enthusiastic with a positive approach	Yes	
- The ability to work in a way that upholds the values of the Hospice.	Yes	
- The ability to demonstrate behaviours that support the values of the Hospice.	Yes	
- Flexible to work on occasional unsocial hours including evenings and weekends	Yes	

