

## Addenbrooke's Charitable Trust (ACT)

### JOB DESCRIPTION

#### Community Fundraising Co-ordinator

<b>Department:</b>	<b>Relationships Team</b>
<b>Hours:</b>	<b>37.5 hours per week</b>
<b>Term:</b>	<b>Permanent</b>
<b>Reports to:</b>	<b>Community Relationships Lead</b>
<b>Salary :</b>	<b>£21,000</b>

### 1. The Charity

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Addenbrooke's Charitable Trust (ACT) is the independent, registered charity that raises funds to support Addenbrooke's and the Rosie, the Cambridge University Hospitals (CUH). We connect givers and causes, supporting projects and facilities that are beyond the boundaries of NHS funding to achieve the highest possible standards and outcomes in patient experience, clinical care, research and education.

This role sits within ACT's Relationships fundraising team. The team is responsible for all of ACT's major relationships; that includes major donors, fundraisers, trusts and corporates who support Addenbrooke's and the Rosie hospitals with charitable donations and fundraised gifts. The team is made up of major donor specialists and community specialists – the co-ordinator role works alongside those two income streams providing the teams with seamless and efficient support.

Our donors and fundraisers are simply amazing – and we need an amazing member of staff to help us provide the best welcome, and the warmest, most effective stewardship that we possibly can!

### 2. The Role

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The Community Fundraising Co-ordinator provides a first point of contact for all those wishing to fundraise for our hospitals. This is vital to the organisation – you don't get two chances to make a good first impression.

You will be responsible for looking after fundraisers and donors, understanding them and their needs, and passing them on to the relevant staff member as and when appropriate. You will become an integral part of the ACT Community Relationships team and as the "face" of our organisation you will have a warm and friendly personality and approach – perfect for our supporters!

The role has the following areas of responsibility:

- Acting as first response to all fundraising enquiries, providing them with advice, materials, solving problems, ensuring that all queries and new enquiries are responded to within **48 hours**
- Treating every person who fundraises and donates as a VIP, being genuinely interested and delighted to find out how you can help them
- To capture the wonderful fundraisers stories, listening to their motivations and being ready to sign-post to other teams - suggest that they become a patient story, volunteer, etc. as well as fundraise – thinking about the fundraisers needs and life time value to the organisation
- Responding to all fundraising requests for materials within 24 hours
- Providing events logistics and support for key fundraising activities

Community Fundraising Co-ordinator – Dec 2021

- Managing and maintain the community fundraising stock of materials and collateral
- Sending thank you letters to all our fundraisers and major donors within 24/48 hours and ensuring that response times are tracked
- Working with your colleagues in the Relationships team to provide feedback to all major donors and fundraisers about the impact of their gift at 3 monthly, 6 monthly and 1 yearly intervals (or as determined by the Fundraising staff member)
- Getting to know a portfolio of fundraisers and supporters, and helping them maximise their fundraising

You will provide an outstanding level of service for your team by:

- Delivering the highest standards of donor administration through eloquent, accurate and timely thanking
- Supporting your team members with their informing functions and private donor meetings
- Extracting data on request and at pre-agreed times for monthly fundraising reports and KPI monitoring
- Ensuring consent, gift aid and donor recognition preferences are recorded at every first encounter with a donor

We are therefore looking for a passionate and committed fundraising co-ordinator to help bolster our community fundraising function. A team member who can drive forward our relationship fundraising methodology and work in partnership with the hospital and ACT teams to create happy, warm and engaged donors and supporters!

### 3. General corporate requirements

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- To adhere at all times to ACT's policies and procedures as varied from time to time
- Undertake not to reveal to any person or entity any confidential information relating to donors, patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of ACT without prior authority of the Director of Fundraising or CEO
- To ensure the effective and efficient use of ACT's resources
- To ensure that all duties are carried out to the highest possible standard.
- To be aware of individual responsibilities under the Health and Safety at Work Act (1974).
- To respect the confidentiality of all matters learned in the course of employment and respect the requirements of the Data Protection Act (1998).
- To work in line with the Institute of Fundraising Code of Practice and other relevant legislation and guidance
- To ensure due regard is given to customs, values and spiritual beliefs of supporters, patients, carers and their relatives.
- To perform any other duties that may be required from time to time.
- To participate in team meetings, planning and any corporate development activities and initiatives as may be identified from time to time.
- To undertake any other reasonable task as may be identified as necessary by the senior management team from time to time.

*The job description outlines the duties required of this post to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility outlined.*

**The closing date for applications is 13<sup>th</sup> February 2022. However, we reserve the right to close this vacancy once a sufficient number of applications have been received or a successful candidate is found.**

**Addenbrookes Charitable Trust is an equal opportunities employer actively working towards a diverse workforce. We therefore positively encourage applications, regardless of age, race, religion & belief, gender, gender reassignment, sexual orientation, marriage & civil partnership, pregnancy & maternity or disability.**

## PERSON SPECIFICATION

**Job Title: Community Fundraising Coordinator**

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### Essential

#### Education/ qualifications

A Level standard or equivalent

#### Experience

- Proven experience of working with members of the public.
- Experience of developing and managing excellent relationships – at all levels
- Experience of working in a busy office environment.
- Experience of managing own workload – ability to prioritise and maintain excellent standard of supporter care
- Experience of event support and management.

#### Knowledge and Skills

- A professional attitude and the personal skills necessary to deal with a range of busy stakeholders at various levels
- A warm and open personality – a people person who wants to and enjoys helping others.
- Ability to build successful and long-term relationships with our supporters
- Connects to the cause, communicating its urgency and importance in a captivating and compelling way.
- Is genuine and authentic, demonstrating integrity at all times.
- Ability to motivate and inspire supporters.
- Has drive and resilience.
- Ability to prioritise and work under pressure, seeing projects and tasks through to completion and using the support of others to do so.
- Ability to time-manage – responding to all fundraising requests for materials within 48 hours
- Providing events logistics and support for key fundraising activities
- Managing and maintain the community fundraising stock of materials and collateral
- Ability to coordinate and work with colleagues across the charity to meet deadlines.
- A commitment to high standards and attention to detail.
- Builds technical skills and keeps updated.
- Thinks quickly.
- Is numerate and confident when pulling together reports and monthly updates for Head of Team and other senior colleagues

#### Additional requirements

- Experience of using standard Microsoft packages

### Desirable

#### Experience

- Experience of fundraising.
- Familiarity with NHS fundraising
- Experience of working within the NHS.
- Working to a budget.