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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | FORCE Fundraising Assistant - BANK |
| **Reports to** | Head of Income Generation |
| **Band** | 3 |
| **Department/Directorate** | FORCE Cancer Charity – Fundraising Team |

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| --- | --- | --- |
| **JOB PURPOSE** | | |
| To support the Fundraising Team to maximise income for FORCE by assisting with enquiries, supporting event logistics and undertaking fundraising administration, research, booking appointments and database entry. | | |
| **KEY WORKING RELATIONSHIPS** | |  |
| Fundraising Team  Friends of FORCE groups (FOF)  Finance Team  Members of the Public  Support Centre Staff & Users  Volunteers & Donors | | |
|  | | |
|  | | |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | | |
| **1. Supporter engagement and communications**   * Help filter enquiries from supporters, volunteers etc (by phone, mail and in person) to relevant team member. * Input supporter data on the database in a timely and accurate way and according to the organisation’s Privacy Policy. * Ensure communications are always timely, accurate, personal and relevant. * Provide excellent supporter care, always thanking supporters in a way which enthuses and encourages commitment and loyalty to FORCE. * **Fundraising Event/Activity Support** * Assist with all elements of event/fundraising activity administration (including phone calls, updating records or the database and sending emails/letters) * Co-ordinate & help develop collection box income * Distribute leaflets / posters and banners for events * Help FR Team prepare for events * **Administration** * Help maintain efficient and effective administrative systems * Assist with filing * Other duties as deemed necessary * Upload scanned letters to accounts on the database | | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | | |
| Attention to detail, good written and verbal communications are essential. They must be able to build a rapport with supporters and have a positive and friendly approach. | | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | | |
| ii) Judgements on facts that require analysis | | |
| **PLANNING/ORGANISATIONAL SKILLS** | | |
| ii) planning straightforward tasks | | |
| **PHYSICAL SKILLS** | | |
| Ability to move equipment safely and utilising H&S equipment where needed. | | |
| **PATIENT/CLIENT CARE** | | |
| N/A | | |
| **POLICY/SERVICE DEVELOPMENT** | | |
| N/A | | |
| **FINANCIAL/PHYSICAL RESOURCES** | | |
| Financial responsibilities - Cash handling for donations, collecting tins and at events. | | |
| **HUMAN RESOURCES** | | |
|  | | |
| **INFORMATION RESOURCES** | | |
|  | | |
| **RESEARCH AND DEVELOPMENT** | | |
| N/A | | |
| **FREEDOM TO ACT** | | |
| ii) is guided by standard operating procedures | | |
| **OTHER RESPONSIBILITIES** | | |
| This is a demanding role in a fast-paced environment where priorities change frequently. There will be a requirement for some local travel. | | |
| **APPLICABLE TO MANAGERS ONLY** | | |
| Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.  Proportion of line managers whose job descriptions include supporting employee health and wellbeing.  This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. | | |
| **THE TRUST- VISION AND VALUES** | | |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. | | |
| **GENERAL** | | |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. | | |
| **POST** |  | |
| **BAND** | 3 | |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  A minimum of 5 GCSEs (or equivalent) including Maths and English  Qualified to NVQ Level 3/equivalent qualification or able to demonstrate relevant ability through work experience | E  E |  |
| **KNOWLEDGE/SKILLS**  Ability to liaise and communicate with staff and volunteers  Excellent interpersonal & communication skills - written and oral - inc. demonstrating empathy & sensitivity to patients and relatives  Ability to provide excellent customer care  Knowledge of IT databases and computer systems  Competent in using Microsoft Office packages including Word, Excel, Powerpoint and Outlook  Good administration skills  Good attention to detail  Accurate data entry  Excellent telephone manner | E  E  E  E  E  E  E  E  E |  |
| **EXPERIENCE**  Experience of working within a Team  Experience of organising various tasks and workload  Working with charities  Working with volunteers | E  E | D  D |
| **PERSONAL ATTRIBUTES**  Empathetic, but able to understand professional boundaries  Adheres to relevant Trust policies & procedures  Adheres to confidentiality & data protection requirements  Flexible approach to work and working hours  Ability to remain calm in a busy environment  Ability to multi-task  Good sense of humour | E  E  E  E  E  E  E |  |
| **OTHER REQUIRMENTS**  Car owner/driver |  | D |

Complete the table below as appropriate

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
|  | | | | | |
| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y/N |  |  |  |  |
| Contact with patients | Y/N |  |  | M |  |
| Exposure Prone Procedures | Y/N |  |  |  |  |
| Blood/body fluids | Y/N |  |  |  |  |
| Laboratory specimens | Y/N |  |  |  |  |
|  | | | | | |
| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
|  | | | | | |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | Y/N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | Y/N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y/N |  |  |  |  |
| Animals | Y/N |  |  |  |  |
| Cytotoxic drugs | Y/N |  |  |  |  |
|  | |  |  |  |  |
| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | Y/N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | Y/N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y/N |  |  |  |  |
| Noise (over 80dBA) | Y/N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | Y/N |  |  |  |  |
|  | | | | | |
| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y/N |  |  |  | F |
| Heavy manual handling (>10kg) | Y/N |  | O |  |  |
| Driving | Y/N |  | O |  |  |
| Food handling | Y/N |  | O |  |  |
| Night working | Y/N |  |  |  |  |
| Electrical work | Y/N |  |  |  |  |
| Physical Effort | Y/N |  |  |  |  |
| Mental Effort | Y/N |  | O |  |  |
| Emotional Effort | Y/N |  |  |  |  |
| Working in isolation | Y/N |  |  |  |  |
| Challenging behaviour | Y/N |  |  |  |  |

**COMPETENCY REQUIREMENTS**

To be completed for all new positions

Please tick which of these essential learning s is applicable to this role

(**NB** those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Safeguarding Children | Group 1 | | 🞏 | Blood Transfusion | BDS18 collection | | 🞏 | Consent Training | 🗹 |
|  | Group 2 | | 🞏 |  | BDS 19 & 20  Preparing & Administering | | 🞏 | VTE Training | 🞏 |
|  | Group 3 | | 🞏 |  | BDS 17 Receipting | | 🞏 | Record management and the nhs code of practice | 🞏 |
|  | Group 4 | | 🞏 |  | Obtaining a blood sample for transfusion | | 🞏 | The importance of good clinical record keeping | 🞏 |
|  |
|  | Group 5 | | 🞏 |  | Annual Update | | 🞏 | Antimicrobial Prudent Prescribing | 🞏 |
|  | Group 6 | | 🞏 |  |  | |  | Control & Restraint Annual | 🞏 |
| Not mapped this one |  | | 🞏 | Safeguarding Adults Awareness | Clinical Staff | | 🞏 | Mental Capacity/DOL’s | 🞏 |
|  | Group 8 | | 🞏 | Non Clinical Staff | | 🞏 |  |  |
| Manual Handling – Two Year | | | 🗹 | Falls, slips, trips & falls | Patients | | 🞏 |  |  |
| Equality & Diversity – One-Off requirement | | | 🗹 |  | Staff/Others | | 🞏 |  |  |
| Fire | | Annual | 🞏 | Investigations of incidents, complaints and claims | | | 🞏 |  |  |
|  | | Two Yearly | 🞏 | Conflict Resolution – 3 yearly | | | 🞏 |  |  |
| Infection Control/Hand Hygiene | | Annual requirement | 🞏 | Waterlow | | | 🞏 |  |  |
|  | | One-Off requirement | 🞏 | PUCLAS | | | 🞏 |  |  |
| Information Governance | | | 🗹 | Clinical Waste Management | | Application principles for clinical staff | 🞏 |  |
| Harassment & Bullying (Self Declaration – One off requirement) | | | 🗹 | Application principles for housekeeping | 🞏 |  |  |
|  | | |  | Application principles for portering and waste | 🞏 |  |  |

**APPENDIX 22**

**STRUCTURE CHANGE JUSTIFICATION FORM FOR NEW JOBS**

|  |  |
| --- | --- |
| Division/Directorate & Specialty: |  |
| Line Manager's Name: |  |
| Approved structure: |  |
| Revision to structure being proposed: |  |

**Please include current and proposed structure charts for this change, including management structure and supporting staff structure below.**

|  |  |  |
| --- | --- | --- |
| How does this revised structure compare or contrast with other structures that have been implemented across the Trust, give rationale for any changes: | | |
|  | | |
| Explain why this structure change is required, and how this has come about: | | |
|  | | |
| Have any other options been considered? If so what? | | |
|  | | |
| Describe impact if this decision is not supported: | | |
|  | | |
| Any other information to support this application: | | |
|  | | |
| Manager’s Signature: | Print Name: | Date: |
|  |  |  |
| Divisional Director Signature: | Print Name: | Date: |
|  |  |  |
| Chief Operating Officer Signature: | Print Name: | Date: |
|  |  |  |

**APPENDIX 22**

**STRUCTURE CHANGE JUSTIFICATION FORM FOR RE-BANDING**

|  |  |
| --- | --- |
| Division/Directorate & Specialty: |  |
| Line Manager's Name: |  |
| Approved structure: |  |
| Revision to structure being proposed: |  |

**Please include current and proposed structure charts for this change, including management structure and supporting staff structure below.**

|  |  |  |
| --- | --- | --- |
| How does this re-banding compare or contrast with other structures that have been implemented across the Trust, give rationale for any changes: | | |
|  | | |
| Explain the service needs for the re-banding | | |
|  | | |
| Explain why this re-banding is required | | |
|  | | |
| Explain how this re-banding will improve the structure and add value: | | |
|  | | |
| Have any other options been considered? If so what? | | |
|  | | |
| Describe impact if this job is not re-banded: | | |
|  | | |
| Any other information to support this application: | | |
|  | | |
| Manager’s Signature: | Print Name: | Date: |
|  |  |  |
| Divisional Director Signature: | Print Name: | Date: |
|  |  |  |
| Chief Operating Officer Signature: | Print Name: | Date: |
|  |  |  |