

JOB DESCRIPTION

JOB DETAILS	
Job Title	FORCE Fundraising Operations and Support Officer
Reports to	Head of Income Generation
Band	4
Department/Directorate	FORCE Cancer Charity – Fundraising Team

JOB PURPOSE
<p>To support the Fundraising Team with their operations to maximise income for FORCE patients by assisting with a wide range of activities. You will be the first point of contact for fundraising visitors and enquiries, support with event logistics, supervise & recruit volunteers and undertaking fundraising administration.</p> <p>This is an exciting time to join the Fundraising team and ideal role if you are looking to start a career in Fundraising.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ol style="list-style-type: none"> 1. Supporter engagement and communications <ul style="list-style-type: none"> Meet with and respond to enquiries from supporters, volunteers etc (by phone, mail and in person), giving information on FORCE inspiring them to raise funds or referring enquiries as appropriate Provide excellent supporter care, always thanking supporters in a way which enthuses and encourages commitment and loyalty to FORCE Create marketing materials such as posters, certificates or tickets as required and ensure information is kept up to date online and on display boards Collate from team leads articles and imagery for monthly E-newsletters as well as putting together and scheduling. 2. Fundraising Event/Activity Support <ul style="list-style-type: none"> Assist with all elements of event/fundraising activity administration (including phone calls, registration forms, updating records on the database, creating reports and sending emails/letters) Assist Fundraisers with event planning, communications, logistics, organisation preparation, volunteer recruitment and management and event clear up Manage the logistics and maintenance of the event trailer and be willing to drive the van and trailer when needed to external events Help distribute leaflets / posters and banners for events Attend fundraising events where representation is needed and happy to speak about the work of FORCE Manage & develop Collection Box income Supervise volunteers to support fundraising activity and administrative tasks. <p>PLEASE NOTE: we require the post holder to be able to drive and be comfortable driving both small and large vans. Due to the nature of the work, many activities will require being out and about at key times of the year with lifting involved.</p> <ol style="list-style-type: none"> 3. Administration <ul style="list-style-type: none"> 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

- Assist where required with inventory control and ordering of stock for fundraising use and with other fundraising tasks such as conducting online research or pulling fundraising/marketing reports off reporting systems
- Booking appointments
- You will have good IT skills in Microsoft Office packages including Word, Excel, PowerPoint and Outlook, and the internet and the ability to organise a wide variety of activities at any one time. We also require that you are competent around social media
- To participate in meeting as well as note taking when necessary.

Other

- As part of all our objectives the role will require you to build on-going relationships with our supporters and assisting in identifying potential new supporters such as corporate partners, major donors, long term support and sponsors.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken) FORCE Cancer Charity (fundraising Team) and at events.

No. of Staff reporting to this role: (If applicable) N/A

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Fundraising Team • Friends of FORCE groups (FOF) • Finance Team • FORCE Volunteers • Other FORCE Support Centre staff 	<ul style="list-style-type: none"> • FORCE Supporters/ donors • Members of the public

ORGANISATIONAL CHART

Head of Income
Generation

Fundraising
Operations &
Support Officer

FREEDOM TO ACT

Standard operating procedures are defined, work is managed rather than supervised:
Work is guided by policies and procedures. The post-holder must be a self-starter and able to use their own initiative to plan and priorities tasks. The post holder can defer and escalate any queries to their line manager as appropriate.

COMMUNICATION/RELATIONSHIP SKILLS

Provide and receive complex, sensitive information (taking calls from patients to pass on to the support team as well as speaking to fundraisers who are also current patients), persuasive, motivational, negotiating (cost of items to purchase for events).
Strong written and verbal communications skills are essential. You must be able to build a rapport with supporters and have a positive and friendly approach. You will be liaising with volunteers, building relationships, considering their skills and helping them to understand what is needed of them.

ANALYTICAL/JUDGEMENTAL SKILLS

Range of facts or situations requiring analysis and interpretation:
Analyses, investigates and resolves fundraising queries. Uses judgement to collect, analyse and interpret facts and adapt to situations in order to communicate sensitively with supporters, liaise with volunteers and assist with event planning.

PLANNING/ORGANISATIONAL SKILLS

The role involves prioritising workload and planning tasks and activities including some complex logistical arrangements, e.g. event planning and coordinating volunteers.
Detailed and complex planning to ensure smooth running of events. Events can have last minute changes, which require speedy adjustment to ensure the successful delivery of the event.
Co-ordination of fundraising volunteers.
Contributes to the development of longer-term fundraising plans.

PATIENT/CLIENT CARE

Contact with patients is incidental to this role
Patients are often involved in fundraising and sensitivity is required

POLICY/SERVICE DEVELOPMENT

Implement policies and propose changes to practices, procedures for own area
Contribute to improvements to fundraising policies and procedures
Understanding and adhering to privacy policies/Fundraising standards / Gift aid policies
Development of reporting of statistical information about supporters/ events

FINANCIAL/PHYSICAL RESOURCES

Financial responsibilities - Cash handling for donations / collecting tins / events on a regular (typically at least weekly) basis.

Ordering stock within an agreed budget and posting online adverts within an agreed budget. Post holder is not responsible for maintaining the stock.

HUMAN RESOURCES

Responsibility to supervise and recruit volunteers

Identify volunteers' skill and match with tasks

With both of these to show volunteers what is needed to be done. Often this involves setting up of a stand, registration processes and food preparation.

INFORMATION RESOURCES

Data entry, text processing, storage of data; occasional/ regular requirement to develop or create reports, documents, drawings

Inputs supporter information to computerised database, spreadsheets and assists with data reporting, analysis and interpretation.

Creates posters and other publicity materials for events.

Creates supporter correspondence including suggesting improvements/ update to communications

RESEARCH AND DEVELOPMENT

Assist with support research project to inform fundraising strategy

PHYSICAL SKILLS

Ability to move equipment sagely and utilising H&S equipment where needed.

Requires standard keyboard skills

PHYSICAL EFFORT

Combination of sitting, standing and walking

Lifting of equipment for events including tables, water containers, kit boxes, food boxes, gazebos 5-8 times a year. Where items are heavier including gazebos (>15kg) – this will be managed by two or more people.

MENTAL EFFORT

Frequent concentration, work pattern unpredictable:

Concentration required to collect, analyse and interpret information about supporters/ events

Frequent interruptions to deal with supporter communications, requiring the ability to change from one activity to another at third party request (e.g. new event enquiries).

EMOTIONAL EFFORT

Occasional exposure to distressing or emotional circumstances

Deals with supporters whose reason for raising funds are often linked to patient experiences which can be distressing / emotional and the post holder will need to demonstrate excellent listening skills.

WORKING CONDITIONS

Primarily office based

Frequent use of VDU

Working outside at events requires occasional exposure to the elements

Driving to events using FORCE van or access to a vehicle.

OTHER RESPONSIBILITIES

This is a wide-ranging, busy role in a fast-paced environment. You will work both individually and as part of a team. There will be a requirement to work irregular hours as well as some local travel.

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

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.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Fundraising Operations and Support Officer
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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 4/equivalent qualification or able to demonstrate relevant ability through work experience Food hygiene certification	E	D D
KNOWLEDGE/SKILLS Experience of creating posters, tickets & other materials Ability to prioritise and manage workload Ability to liaise and communicate with staff at all levels Excellent interpersonal & communication skills - written and oral - inc. demonstrating empathy & sensitivity to patients and relatives Ability to promote good working liaisons (staff, patients, 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 Proven strong administration skills Excellent attention to detail Accurate data entry Excellent telephone manner Experience of supervising volunteers Competent in using Canva Competent in using social media including Facebook and Instagram	E E E E E E E E E E	D D D D
EXPERIENCE Experience of working within a customer service environment/fundraising 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 Commitment to continual development to inc. relevant new systems, policies and procedures 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 Empathetic, but able to understand professional boundaries	E E E E E E E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required. As this role requires travel to occasionally rural locations with poor public transport links, a full UK driving license is required. Confidence to drive both small and large vans	E E E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y/N				
Contact with patients	Y/N				
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		O		
Mental Effort	Y/N		O		
Emotional Effort	Y/N		O		
Working in isolation	Y/N				
Challenging behaviour	Y/N				