# **Sobell House Hospice Charity Ltd**

**Job description and person specification:**

**Individual Giving Coordinator**

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| **Job title:** | Individual Giving Coordinator |
| **Department:** | Fundraising |
| **Responsible to:** | Individual Giving Manager |
| **Responsible for:** | n/a |
| **Salary:** | £25,643 (pro rata if applicable) |
| **Hours of Work:** | 30 or 37.5 hours per week |
| **Holiday entitlement:** | 36 including 8 Bank Holidays (pro rata if applicable) |
| **Pension:** | 7% employer pension contribution |
| **Sick pay:** | 6 weeks in any rolling 12 months after probation completed |
| **Additional Benefits:** | Employee Assistance Programme, Death in Service, Cycle to Work |
| **Parental leave:** | Maternity/adoption: 13 weeks 100%, 26 weeks 50% + SMP  Paternity: 4 weeks 100%  Shared parental leave: 13 weeks 100% pay, 37 weeks ShPP |
| **Type of Contract:** | Permanent |
| **Place of Work:** | Sobell House Hospice Charity Office (hybrid-working available) |
| **Probation period** | Three months |

This is an exciting opportunity for a creative individual with a passion for making a difference to join our small but ambitious fundraising team. The Individual Giving team look after a variety of fundraising areas including in-memory giving, regular giving, cash appeals and our lottery programme (which is managed through the Local Hospice Lottery). We want our supporters to feel valued and well-looked after, so this role will be responsible for providing excellent supporter care, and writing engaging and thoughtful communications to enhance their experience.

**Overall Tasks and Responsibilities:**

* Support with producing copy, content and creative fundraising materials and communications (email, post, online)
* Help develop and evaluate supporter journeys, utilising data to maximise income and engagement
* Plan and develop engaging donor communications
* Provide an exceptional level of customer care to create good relationships with individual donors
* Support with the development and delivery of our Direct Mail and cash appeals to maximise income from new and existing supporters
* Coordinate our regular giving programme
* Be the first point of contact for our lottery product, in partnership with the Local Hospice Lottery
* Undertake administrative and data inputting tasks as required
* Conduct research on the latest individual giving trends and monitor other charities’ activity activities
* Work with the Marketing Team to use social media and digital tools to enhance Individual Giving activity

**Other duties**

* Embody the values of Sobell House Hospice Charity and comply with all policies and procedures.
* Carry out any other duties deemed appropriate by the CEO or your line manager.
* Occasional attendance at charity events outside of core working hours may be required.
* Ensure that all activity is run in compliance with key rules and regulations, including the Fundraising Regulator, Institute of Fundraising, HMRC, GDPR, Information Commissioners Office (ICO), Gambling Commission and SORP, keeping abreast of all developments and guidelines.

**Policies and procedures**

We expect all staff and volunteers to comply with our policies and procedures and to attend all relevant training, as required. These obligations include adhering to the following:

* The Health and Safety at Work Act 1974. The post holder is required to conform with our policies on Health and Safety and Fire Prevention.
* Confidentiality and Data protection, including General Data Protection Regulations (GDPR)
* Safeguarding Vulnerable Adults and Children: **i**t is the duty of all staff working for SHHC to safeguard children and vulnerable adults
* SHHC’s Equality and Diversity Policy

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| **PERSON SPECIFICATION** | **Essential (E) or Desirable (D)** | **How assessed?**  **Application (A)**  **Documentation (D)**  **Interview (I)** |
| **Education** | | |
| GCSE English and Mathematics (or equivalent) | E | A, D |
| Fundraising qualification (i.e. CIOF) or evidence of ongoing CPD | D | A |
| **Relevant Knowledge** | | |
| Knowledge of GDPR/data protection legislation, the Fundraising Code of Practice and the Gift Aid scheme | D | I |
| **Experience** | | |
| Experience of working in a marketing, direct marketing or fundraising environment | E | A, I |
| Experience of interpreting data or conducting evaluations/analysis | E | A, I |
| Understanding and experience of relationship database/CRM systems | E | A, I |
| Experience of providing excellent supporter care or customer service | D | I |
| Experience of effectively managing projects and meeting targets | D | I |
| **Relevant Skills/Abilities** |  |  |
| Excellent written communication and/or copywriting skills with the ability to tailor writing to suit different audiences and communication channels | E | A, I |
| Understanding of the principles of fundraising and marketing and donor care | E | I |
| A can-do attitude and a passion to make a difference | E | A, I |
| Excellent organisational skills and the ability to prioritise and work to deadlines | E | A, I |
| Good IT skills, in particular proficient in the use of Outlook, Word and Excel | E | A, I |
| Good levels of accuracy and attention to detail | E | A, I |
| **Other** |  |  |
| Understanding of and commitment to Sobell House Hospice Charity’s mission, vision and values | E | A, I |
| Commitment to promoting equity, and reviewing systems and structures to support this | E | A, I |
| Right to work in the UK | E | A, D (at I) |
| Ability to attend fundraising events outside of normal working hours | E | A, I |