

JOB DESCRIPTION



SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Community Officer (Barking & Dagenham)
GRADE	4
REPORTS TO	Community Lead (Redbridge)
KEY RELATIONSHIPS	<p>Internal:</p> <ul style="list-style-type: none">• Events & Community Manager• Wider Events & Community Team• Head of Public Fundraising• Head of Major Gifts & Partnerships• Director of Income Generation• Supporter Care & Database Manager• Database Marketing Officer• All staff and volunteers, including those working for Saint Francis Hospice Retail <p>External:</p> <ul style="list-style-type: none">• Local community groups within Barking & Dagenham• Saint Francis Hospice supporters within Barking & Dagenham• Suppliers and contractors
RESPONSIBLE FOR	Not Applicable

JOB SUMMARY

The Community Officer (Barking & Dagenham) will play a vital role in generating income to support the work of Saint Francis Hospice. With a specific focus on the Barking & Dagenham area, they will be responsible for developing relationships with individuals, community groups, schools, faith groups and volunteers to inspire and maximise fundraising opportunities within the community.

This role will work to promote the work of the hospice within the community, delivering fundraising campaigns and events that engage local supporters – ensuring that income targets are met and supporter relationships developed to deliver long lasting support

MAIN DUTIES AND RESPONSIBILITIES

JOB DESCRIPTION

Community Engagement & Fundraising

- Deliver and grow community fundraising activity within Barking & Dagenham, achieving agreed income targets.
- Act as the first point of contact for community supporters, providing excellent stewardship, guidance, and encouragement.
- Proactively identify and develop new fundraising opportunities across the Redbridge area.
- Support individuals and groups undertaking third party fundraising activities, ensuring they feel valued and motivated.
- Recruit, train, and support community fundraising volunteers.
- Liaise with schools, faith groups, clubs, and societies to encourage community partnerships and ongoing support.

Collaborative Working

- Close working with other Community Fundraising Officers, sharing insights and experiences to improve the overall community fundraising team
- Partnering with other teams, such as Individual Giving, Legacies and corporate and using community knowledge to help promote the variety of ways of supporting the work of the Hospice
- As part of the Events & Community team, provide support for large events as / when required

Events & Campaigns

- Promote and deliver hospice-led community fundraising events and initiatives (e.g. coffee mornings, fun runs, fayres, in-memory activities).
- Represent the hospice at cheque presentations, community events, and talks, often outside of regular working hours.
- Work with colleagues to develop fundraising materials, online campaigns, and local press opportunities to promote activity.

Administration & Compliance

- Maintain accurate supporter records on the fundraising database in line with GDPR and fundraising regulations.
- Monitor income and expenditure for community fundraising activities, producing regular reports.
- Ensure compliance with the Fundraising Regulator's Code of Fundraising Practice, hospice policies, and health and safety requirements.

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with individuals in our care, their loved ones and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to individuals and their loved ones, staff and other hospice

JOB DESCRIPTION

matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 2018.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This document sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

JOB DESCRIPTION



PERSON SPECIFICATION

Community Officer

E = ESSENTIAL	D = DESIRABLE
Demonstrating the Hospice Values – Collaborative, Compassionate, Creative	
<p>Compassionate – we are a caring team, kind to each other and put the needs of individuals and their loved ones at the heart of what we do.</p> <p>Collaborative – we value working in partnership across our communities and are proactive about nurturing relationships with our stakeholders.</p> <p>Creative – we are forward-thinking, adaptable in our changing world and embrace change and innovative ways of working.</p>	<p>E</p> <p>E</p> <p>E</p>
Qualifications & Training	
<input type="checkbox"/> A Level English & Maths or significant experience in Community Fundraising	E
<input type="checkbox"/> IT Skills and use of CRM systems	E
Skills/Abilities/Knowledge	
<input type="checkbox"/> Strong team player with good interpersonal skills and an ability to communicate effectively with people at all levels	E
<input type="checkbox"/> Excellent communication skills, both written and verbal	E
<input type="checkbox"/> Good analytical skills with an ability to research and analyse potential new ventures	E
<input type="checkbox"/> Good financial management skills	E
<input type="checkbox"/> Working knowledge of Microsoft Word, Excel and PowerPoint	E
<input type="checkbox"/> Experience of working as part of a busy team with multiple priorities	E
<input type="checkbox"/> Ability to make clear judgements and decisions	E
<input type="checkbox"/> Strong research abilities and knowledge of Events best practice	E
<input type="checkbox"/> Working knowledge of Health and Safety and Public Liability issues when running events and fundraising activities	E
<input type="checkbox"/> Ability to objectively review processes. Proposing changes to Streamline existing ways of working and implementing efficiencies	E
<input type="checkbox"/> Knowledge of the work of hospices and in particular, Saint Francis Hospice	D
Experience	
<input type="checkbox"/> Demonstrable Community Fundraising experience	E

JOB DESCRIPTION



<input type="checkbox"/>	Experience of effective time management and prioritising conflicting workloads successfully	E	
<input type="checkbox"/>	Experience of working with volunteers	E	
Other Requirements			
<input type="checkbox"/>	Ability to maintain and understand the importance of confidentiality	E	
<input type="checkbox"/>	Ability to provide specialist advice to a wide range of stakeholders	E	
<input type="checkbox"/>	Driven, self-motivated, enthusiastic, forward thinking.	E	
<input type="checkbox"/>	Must be available to work out of hours when necessary, including evenings and weekends	E	
<input type="checkbox"/>	Must be able to carry out manual duties in the course of preparing for, running and breakdown of events and other fundraising activity	E	

I confirm that I have read the Job Description/Person Specification, and the duties contained therein and accept the conditions of this role.

NAME:

SIGNATURE:

DATE: