

Royal Papworth Hospital NHS Foundation Trust

Role Profile: Community Fundraiser

Job Description/Person Specification

Dear Applicant,

Thank you for considering a position at Royal Papworth Hospital NHS Foundation Trust.

Contained in this pack is a job description and person specification. We recommend that you work through the contents of this as you complete your application. We would encourage you to get in touch with the contact for the advert to learn more about the role ahead of your application.

We feel it is a great time to apply to join our incredible organisation; our world-wide reputation and opportunities to gain exceptional experience mean that this is a wonderful place to develop your career.

Royal Papworth Hospital is the UK's leading cardiothoracic hospital, treating approximately 50,000 patients each year, and is currently rated 'outstanding' in all domains by the Care Quality Commission (CQC). The Trust is one of the best NHS Trusts in the country for inpatient experience, achieving 9.7 out of 10 in the CQC inpatient experience survey, and regularly scores 97% in outpatient feedback from the friends and family test.

What we ask for from you

At Royal Papworth, we pride ourselves on our values. We expect all our staff to uphold our values of compassion, excellence and collaboration at all times. This means that we are committed to recruiting the right people to create the best working environment: people with the skills, behaviours, and competencies to achieve and support high standards of patient care in a specialist centre, pioneering interventions, and improvements. You will find more information about our values and behaviours at the end of this role profile pack.

Royal Papworth Hospital is proud to employ a diverse workforce who are encouraged to use their individuality in their work. We believe that our success as an organisation relies on our ability to foster an environment which encourages using our differences as a strength. We work to ensure that these differences are protected and that everyone is treated with respect, kindness and dignity at all times. We empower staff to promote an environment of speaking up, to understand bias and to ensure that our workplace remains free from discrimination.

What you can expect from us

We have many exciting programmes and initiatives that are ongoing, helping us to deliver our strategic objective to deliver the best staff experience in the NHS.

Our Collective and Compassionate Leadership programme was developed in collaboration with our employees to understand our eight priorities for improving our

culture and leadership. Through developments like this, we are continually working to ensure we are embedding the right leadership culture across the Trust with support and empathy at the fore.

The health of our staff is our priority.

We have a comprehensive range of health and wellbeing initiatives in the form of mental, physical and financial support programme, such as the staff hardship fund which provides food vouchers, emergency financial aid for people experiencing hardship.

All employees can also enjoy 50% off food and drink in our hospital restaurant.

We have dedicated health and wellbeing facilitators working across the Trust to support staff. We are proud to run staff networks which meet regularly: Race Equality Network; LGBT+ Network; Women's Network; Disability and Difference and Carers (DAD) Network.

The benefits of working for Royal Papworth extend beyond job satisfaction.

As a member of the Royal Papworth family you will have access to the following benefits: continuous professional development ; NHS Pension Scheme; extensive retail discount scheme, access to free, confidential health service; free access to an Employee Assistance Programme; subsidised restaurant, staff recognition and appreciation scheme, membership options at Frank Lee Centre Leisure & Fitness (campus gym), salary sacrifice 'cycle to work' and 'car lease' scheme, flexible working, access to library services, on-site childcare, and a generous annual leave entitlement of 202.5 hours (27 days) plus bank holidays.

We look forward to receiving your application.

Job description

Role title	Community Fundraiser	Reporting to	Fundraising & Stewardship Manager
Directorate	Fundraising	Appraised by	Fundraising & Stewardship Manager
Department	Fundraising	Working hours	37.5hours per week
Band	5		

Job Summary

To build and develop fundraising relationships in the community, by providing excellent stewardship and support to individuals and groups, in order to increase income and deliver the agreed Community Fundraising strategy.

Main duties of the job

The key duties involve:

Work with the Fundraising Manager to support the implementation of the Community Fundraising strategy.

Provide excellent support to all 'in aid of' and 'third party' supporters, encouraging repeat activity where possible.

Oversee all online giving donations from individual donors, offering excellent stewardship and maximising income potential.

Manage the In Memory Giving Programme, building strong relationships with supporters and identifying new opportunities to promote in- memory giving.

Build strong relationships with local community groups, giving talks to raise greater awareness of Royal Papworth Charity.

Successfully deliver the public collections and collection tin campaign.

Build good relationships with local corporate supporters, providing excellent stewardship with workplace fundraising and charity of the year partnerships.

Deliver an annual volunteer recruitment plan to grow numbers of community volunteers.

Represent the Charity in a range of formal and informal settings.

Provide excellent supporter service to community enquirers, via telephone, mail and in person.

Work alongside the wider Fundraising Team to effectively promote all community activity using a variety of marketing channels.

Promote the gifts in will message to supporters.

Create orderly, accurate records on ThankQ, updating regularly with all communication with supporters

Ensure all donations are handled in accordance with local procedures.

Undertake standard administrative tasks as set out within procedures.

Ensure all duties are carried out correctly and to the required standard.

Organise own tasks and prioritise work load.

Work with a multi-disciplinary team including clinicians, managers, administrative staff, patients and relatives in a professional manner using written, verbal and electronic formats.

Act responsibly as a team member and seek help wherever necessary

Adhere to any other reasonable management request when required.

Structure



General compliance													
1.	You must uphold the Trust's values Compassion Excellence Collaboration and associated behaviour standard and support Equality, Diversity and Inclusion.												
2.	You must perform your duties to the highest standard, with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements												
3.	<p>You must comply with all Trust Policies and Procedures (and subsequent updates thereof) and with particular regard to</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Risk Management</td> <td style="width: 33%;">Health & Safety</td> <td style="width: 33%;">Information Governance</td> </tr> <tr> <td>Confidentiality</td> <td>Data Quality</td> <td>Freedom of Information</td> </tr> <tr> <td>Dignity at Work</td> <td>Safeguarding Vulnerable People</td> <td>Smoke-free</td> </tr> <tr> <td>Equal opportunities</td> <td>Being open: a duty to be candid</td> <td></td> </tr> </table>	Risk Management	Health & Safety	Information Governance	Confidentiality	Data Quality	Freedom of Information	Dignity at Work	Safeguarding Vulnerable People	Smoke-free	Equal opportunities	Being open: a duty to be candid	
Risk Management	Health & Safety	Information Governance											
Confidentiality	Data Quality	Freedom of Information											
Dignity at Work	Safeguarding Vulnerable People	Smoke-free											
Equal opportunities	Being open: a duty to be candid												
4.	You will be responsible for compliance with infection prevention and control policies, procedures and standards and associated mandatory training. You must practice and encourage appropriate hand hygiene and act professionally to ensure the hospital environment, and other Trust premises, are clean, safe and tidy.												
5.	You must follow all Trust security policies and procedures and be vigilant to ensure a safe and secure environment for care												
6.	The Trust is committed to carefully screening all staff working with vulnerable people. If this applies to this post, the appointment will be subject to a satisfactory Disclosure and Barring Service disclosure of the appropriate level												
7.	<p>You will be required to participate in the Trust's Appraisal process and associated development review</p> <p>If your role includes line management, you must ensure your direct reports participate in an annual appraisal and development review.</p>												
8.	<p>You must remain compliant with mandatory training requirements applicable to the post.</p> <p>If your role includes line management, you must ensure your direct reports remain compliant as applicable to their roles.</p>												
9.	You will be responsible for data quality and complying with the policies, procedures and accountability arrangements relating to maintaining accuracy and probity in the recording of the Trust's activities.												
10	You will be required to perform any other duties that may reasonably be required from time to time												

The job description provides a general outline of the main duties and responsibilities of the role will be subject to review. In consultation with you, it may be amended to meet changes in the needs of the service and/or in your personal development requirements.

Person Specification

Contents set out below under Essential/Desirable will be assessed at the 'shortlisting' stage for applicants

Requirements	Essential criteria	Desirable criteria
Qualifications and Professional Registration	<p>Educated to degree level or equivalent experience</p> <p>Understanding of Charity and related law</p>	
Experience and Skills	<p>Significant working experience in the Charity sector</p> <p>Experience of building strong relationships with individual donors and groups</p> <p>Experience of working to targets, budgets and deadlines</p> <p>Experience of cultivating supporters</p> <p>Experience of building relationships within the team and across the organisation's functions to support the delivery of departmental plans and objectives</p> <p>Experience working with external agencies</p> <p>Strong written and verbal communication skills. Including the ability to communicate clearly and appropriately to stakeholders.</p> <p>Excellent skills required to build relationships with potential donors.</p> <p>Demonstrable ability to plan, manage time and prioritise own workload with minimum supervision as well as the ability to work under pressure.</p> <p>High standard of computer literacy including Microsoft packages including Word, Excel, PowerPoint and Outlook including experience of working with a donor management database -</p> <p>Ability to deal with fundraisers' personal information in a sensitive and confidential manner</p>	<p>Previous experience of working in the NHS</p>

	<p>Ability and willingness to travel for work and willingness to work evenings and weekends as required -</p> <p>Strong knowledge and understanding of the third sector and Charity law.</p> <p>Ability to treat all employee and other hospital information confidentially</p> <p>Recognition of factors in maintaining own and others health, safety and security</p> <p>Supportive of equality and values diversity</p>	
Values and Behaviours	Evidence ability to uphold the Trust's values Compassion Excellence Collaboration.	
Other		

Trust values and behaviour standard on next page

Our Values and Behaviours

Operational definition	Behaviours	What we expect to see	What we don't want to see
Compassion			
Recognises and responds to the needs of patients and colleagues 	Listen	Pays attention to others and evaluates their inputs fairly. Allows adequate time to actively listen and reflect. Responds appropriately in a compassionate, professional manner by having due regard for others. Listens to others with good attention and an open mind.	Dismissive of others or talks over them. Prejudges others. Shows lack of respect while others are talking. Unapproachable and rude towards others.
	Care	Speaks politely and demonstrates genuine interest in people and their situation. Shows concern for self and others' safety and wellbeing. Proactively looks for each others' wellbeing. Treats team members equitably. Sensitive explores patients and colleagues concerns; enables an environment in which concerns can be raised.	Indifferent to others' needs and feelings. Blames others instead of doing anything helpful. Achieves personal goals without consideration for the needs/interests of colleagues or the wider organisation. Insensitive and judgemental towards patients and colleagues.
	Support	Works in an inclusive and approachable way. Treats people inclusively with kindness, courtesy and politeness; values individual differences. Respects the needs of people and supports in an active manner. Promotes a collective culture by cooperating with patients and colleagues within and across teams and between different organisations; looks for solutions.	Disrespectful and treats people inequitably. Excludes others and works in isolation; resists others' attempts at collaboration. Behaves in a biased and insensitive manner towards others. Actively disregards, unsupportive or unresponsive to patients, colleagues or other teams. Criticises colleagues in front of others.
Excellence			
Makes a difference with each small improvement and by being open to new ways of working 	Innovate	Seeks new ideas/ solutions and shares them with colleagues. Encourages and builds on new ideas and celebrates every small improvement. Welcomes inquisitive questioning and creativity. Encourages debate. Enables and empowers people to apply new approaches from inside and outside the team.	Unreceptive to new ideas or change. Sees opportunities for improvement but does not raise them. Resists new ideas or sharing of good practices with others. Does not celebrate small gains. Discourages others from sharing ideas/solutions. Does not encourage debates around new ideas.
	Learn	Shows willingness to develop skills and abilities and seeks continual feedback. Shares and implements learnings with others in the team and beyond. Proactively encourages and supports varied and inclusive training opportunities. Considers long-term development of staff.	Makes no attempt to be up to date with knowledge. Has a disengaged, disinterested attitude and disregards feedback. Does not share lessons learnt with colleagues and beyond. Creates barriers to others developing their knowledge and skills.
	Deliver	Prioritises and organises work to deliver high standards of performance according to team and Trust priorities. Promotes Trust and team goals; highlights issues, challenges and risks to delivery. Supports colleagues, helps find solutions and reduces risks to enable delivery. Competently defines and manages tasks and takes accountability for updating on the progress of delivery. Identifies risks and early signs of potential problems and opportunities.	Delays tasks needlessly and does not deliver on agreed outcomes without good reason. Disregards Trust and team goals and policies and does not follow through on commitments. Unwilling to take accountability, review progress or update others.
Collaboration			
We achieve more together 	Communicate	Ensures message are open, honest, inclusive and there is clarity of expectations. Proactively shares knowledge and information and keeps others informed in a timely fashion. Encourages, listens and values all perspectives to enhance team approach. Shares information and keeps others informed as appropriate. Includes others in decision-making and engages with others across the Trust and in the wider health system as appropriate.	Inappropriately withholds information or uses inappropriate and unprofessional language. Does not listen and give people the information they need or disregards the information. Does not consider and integrate all perspectives. Avoids seeking input. Disregards others' expertise.
	Respect	Treats people equitably, with respect and with dignity within the team and across the wider organisation. Actively supports others in the way they would like to be supported or signposts to appropriate help. Enables a culture where colleagues are comfortable to express their views. Provides encouragement, praise and recognition among colleagues.	Puts people or their ideas down or demonstrates incivility. Shows a lack of regard for consequences of their actions on others. Indifferent to others' needs and ignores people in distress or in need of help. Does not acknowledge or value others or their achievements.
	Courage	Actively encourages good practices, positive attitudes and behaviours; challenges discrimination. Dares to challenge assumptions and engage constructively in difficult conversations. Responds to problems and willingness to solve issues. Takes ownership and accountability for tackling problems. Provides a safe environment for patients and colleagues to speak up or to escalate concerns. Recognises and acknowledges limitations in situations.	Passive or shows poor practices, negative attitudes and discriminatory behaviours. Keeps concerns to themselves and rejects feedback about others or their own behaviour. Does not voice concerns or discourages others from escalating concerns; does not follow through on concerns raised.