

+JOB DESCRIPTION

Title of post: Fundraising Assistant – maternity cover 6-12 months

Dept: Fundraising

Responsible to: Fundraising Manager

Hours: 37.5 hours

Salary: £18,000 - £20,000

BACKGROUND INFORMATION

Established in 1988, the Children's Heart Surgery Fund (CHSF) is a charity providing support for children and adults born with congenital heart disease, and their families.

CHSF provides valuable equipment, resources and research, as well as providing a support service for both the children and their families along the way.

Our History

The Children's Heart Surgery Fund was created in 1988 by Duncan Walker, then a heart surgeon at the old Killingbeck Hospital in Leeds. Thanks to his fundraising efforts, in 1990 Duncan was given the accolade of Yorkshireman of the Year. Since 1988, CHSF has awarded around £3 million in grants to the Leeds Congenital Heart Unit, its patients and their families.

There are many vital grants – both large and small – within CHSF's work, and one of the most important was the award of almost £250,000 between 1999 and 2002 donated to Leeds University's Department of Mechanical Engineering. The initial grant was grown into much greater funding and helped established a project that led to creation of a York-based company called Tissue Regenix. This organisation are now leaders in the development of medical devices, including replacement heart valves.

Over recent years, CHSF have invested significant funding into family accommodation at the Leeds General Infirmary. This has included £410,000 being awarded to the Sick Children's Trust to first build and now maintain parental accommodation at Eckersley House.

•CHSF campaigned against NHS proposals to end children's heart surgery in Yorkshire – a move that would have meant the region's young patients being relocated to Newcastle, Birmingham or Liverpool for surgery. After an extraordinary award winning campaign that united the people of the region – including a 600,000-signature petition that was delivered to the Prime Minister – the NHS proposals were rejected by the Health Secretary in 2013.

CHSF have made countless grants that have paid for ground-breaking new equipment; resources for the unit; staff training; family accommodation and support;

and, many, many more projects. This is thanks to the staff, trustees, supporters and fundraisers who have made this possible.

CHSF are proud of their record of impact against the charity's main objective to help the region's congenital heart patients and, thanks to your support, hope to fulfil their aim which is to help support the Leeds Congenital Heart centre become a recognised 'World Class' centre of excellence. CHSF's latest appeal, Keeping the Beat, successfully raised £500,000 towards a state-of-the-art children's heart theatre.

THE ROLE

Job Summary

As a key member of this dynamic fundraising team, the Fundraising Assistant will support the team across a range of different fundraising events and activities. Playing an integral role; the Fundraising Assistant must be efficient, organised and pro-active.

Dealing directly with supporters, the role requires an effective communicator and customer-focused individual to drive supporter satisfaction through all fundraising activities. The Fundraising Assistant must also feel comfortable negotiating and working collaboratively with colleagues to deliver maximum potential in each activity.

Job purpose

- To contribute to the region's fundraising activities by helping to maximise income from CHSF supporters, by supporting CHSF staff in the fundraising team
- To provide a high standard of customer service to staff, managers, supporters and members of the public who support CHSF
- To provide effective and efficient support to all areas of fundraising

Key Relationships

- Fundraising Manager
- The CHSF fundraising team
- All CHSF staff
- Trustees
- Suppliers
- Supporters

External Responsibilities

- External fundraising networks and contacts from other charities
- All fundraising supporters/stakeholders when appropriate
- Respond to complaints in a timely manner both external and internal and report to Fundraising Manager
- LTHT staff

Key Responsibilities

- To act as fundraising assistant to the CHSF fundraising team
- To provide excellent customer service to our supporters when liaising with them
- To thank our supporters in a timely and appropriate manner
- To send out fundraising packs including tee shirts and materials to our supporters
- Ensure the charity's CRM system and any relevant spreadsheets are updated when sending out materials/packs to supporters
- Support the Fundraising Manager in developing the volunteer area of support relevant to fundraising
- Supporting the members of the fundraising team in the preparation of key events
- Coordinate the recruitment and management Event volunteers to help out at specific CHSF events – in conjunction with the Events and Sponsorship Manager
- To develop effective working relationships across the charity. It is essential to work collaboratively across teams and the wider charity
- Being responsible for thanking fundraisers for general donations, where there is currently no known link, and developing and nurturing these relationships where possible.
- Daily monitoring of the 'info' email inbox and responding to and following up on fundraising-related enquiries and ensuring they represent CHSF in the best possible way
- Distribute Bravehearts magazine to all outpatients departments
- Managing the content the CHSF notice boards in the hospital – regularly updating the information on the noticeboards
- Sourcing prizes for events to build up a stock of prizes, with a related spreadsheet, that can be used for events
- Fill in for the Community Fundraising Manager and Events Manager on ward visits, as and when required
- Monitor and record Facebook fundraisers, and thank in a timely manner
- Ensure all fundraising activities are conducted in accordance with GDPR guidelines
- Responsibility for the stock control of our fundraising materials and CHSF merchandise. Liaise with colleagues and suppliers over re-ordering of materials.
- Ensure the fundraising office remains stocked up with fundraising materials, stationary, literature and any other materials as required
- To support the Fundraising Manager on ad-hoc projects where necessary
- To carry out research through a range of sources, including the Internet, publications and other external contacts, including other charities, in order to obtain relevant information that can contribute to proposals, fundraising communications, mailings and/or business support activities.
- As is the case with all fundraising colleagues – to read and apply the latest edition of the fundraising code to ensure good governance when carrying out our fundraising activities

PERSON SPECIFICATION

Personal Qualities

- Excellent communication and organisational skills with a high level of attention to detail
- Well-developed ability to organise, monitor and deliver activities/projects to agreed deadlines
- Excellent organisational skills, including ability to work on own initiative and to effectively manage and prioritise workload
- Excellent written communication skills
- Ability to collect data from various sources, analyse findings and present them clearly
- Ability to work as part of a team
- Available to work flexibly as and when required to cover events at evenings and on weekends etc.
- Good IT skills, word, excel, CRM experience
- Proven track record of working proactively and flexibly within a dynamic and pressure environment
- Able to work creatively and innovatively to provide new ideas
- Ability to deal with confidential information sensitively and appropriately

Personal characteristics

- Commitment to apply CHSF's values and behaviours to all aspects of work
- Willingness to work flexibly in approach to work and/or work time requirements