

Job Description

FUNDRAISING ENGAGEMENT CO-ORDINATOR



Job Title:	Fundraising Engagement Co-ordinator
Accountable to:	Community & Corporate Fundraising Manager
Salary:	£24,309 raising to £25,817 after 12 months
Hours:	Full time (30 hours over 4 days considered)
Location:	Blackpool, office based
Job Purpose:	To provide essential administrative and stewardship support to the Events Team and community & corporate fundraisers. The role will focus on delivering high-quality donor care and ensuring an excellent experience for individuals and groups raising funds for Trinity Hospice.

About Us

Trinity Hospice and Palliative Care has been placed firmly at the heart of the Fylde Coast for almost 40 years, our specialist nursing teams touch the lives of thousands of patients and families each year, with one vision for the future – that everyone across Blackpool and the Fylde coast has access to high-quality and consistent end of life care. Within the Trinity Hospice family sits Brians House Children's Hospice, where we provide specialist care and support to local life limited children.

Key Duties and Responsibilities

- Provide excellent stewardship by managing supporter journeys and cultivating relationships to provide exceptional supporter experiences.
- Support the Fundraising Team with administrative tasks including recording donor pledges and preparing fundraising supplies.
- Ensure all donor communications are updated accurately on Donorflex within a timely manner.
- Lead the management of online fundraising pages from 3rd party platforms, making sure pages and income is accurately coded and recorded.
- Support the Fundraising Team with the creation and distribution of fundraising packs and associated materials.
- Support the Fundraising Team with the delivery of specific hospice led events, including our mass participation events, annual Christmas Tree collection, corporate challenge and school's programme, taking lead on small events where needed.
- Ensure accurate and up to date knowledge of all hospice income generation and marketing activities to be able to confidently talk to supporters about ways they can support the hospice.
- Work collaboratively with the Fundraising Team and Communications Team to promote third party events and challenges, thanking supporters across appropriate channels and platforms.
- Attend fundraising activities when required, including attendance at hospice led events, cheque presentations, meetings or activities to represent the hospice.
- Maintain up-to-date knowledge on fundraising and event news, trends, techniques and best practice.
- To provide training and support to volunteers assisting with this role.
- Assist with specific fundraising projects as required.
- Support at key events when required including some evenings and weekends.

Other

- Be a co-operative and supportive member of the Trinity Fundraising Team, contributing to team meetings and planning sessions.
- Maintain excellent standards of donor care at all times.

- Manage all volunteers in your area, developing effective working relationships and providing regular feedback on their performance.
- Take responsibility for being up to date with current Trinity policies and procedures and to adhere to these.
- Promote at all times the Hospice Mission and uphold Trinity's values.
- Fulfil any other duties that may be reasonably requested

The post holder will be expected to attend and support fundraising events and activities as part of the fundraising department that may be outside the direct responsibilities of this role.