

## Job Description

- Job Title:** Community Fundraising and Volunteer Co-ordinator
- Location:** Rowcroft Hospice
- Reporting to:** Philanthropy and Engagement Manager
- Job purpose:** Our Vision is to make every day the best day possible for patients, and those closest to them, living with life-limiting illnesses in South Devon. As a much-loved local charity, our strength comes from the incredible support of our community. As Community Fundraising and Volunteer Co-ordinator you will deliver this by coordinating and stewarding community fundraising volunteers, developing relationships with a wide range of community stakeholders, and supporting the delivery of community-led fundraising activity. Working across the Fundraising team, you will ensure volunteer activity is well planned, effectively supported and aligned with Rowcroft's priorities, contributing directly to income generation, supporter experience and the charity's reputation.
- Our Values:** Honesty & Integrity Generosity of Spirit Respect Team Player

### Key Roles and Responsibilities

1. Actively recruit, train and support community fundraising volunteers ensuring they have an amazing experience with Rowcroft and enable the charity to reach all areas of the South Devon community.
2. Work across fundraising teams to assess volunteer requirements and implement effective processes to ensure volunteers are effectively deployed and supported to make a meaningful contribution.
3. Build and maintain relationships with individuals, groups, schools, clubs and local businesses to grow community fundraising activity across South Devon.
4. Work with corporate fundraising to co-ordinate corporate volunteering opportunities and introduce a pipeline of corporate volunteers into the wider Rowcroft volunteering community.
5. Co-ordinate appropriate work experience or youth volunteering opportunities within the fundraising team liaising closely with Rowcroft's Volunteering Manager.
6. Proactively manage and grow Rowcroft's collection box network, identify and secure new opportunities, venues and build strong links with local partners.
7. Recruit, brief and train volunteers to deliver bucket collections and other community fundraising activities.



8. Support the planning and delivery of community fundraising events, campaigns and initiatives in line with agreed objectives
9. Be a positive, visible ambassador for Rowcroft Hospice across South Devon.
10. Co-ordinate the Philanthropy and Engagement team's social media presence to support community engagement and fundraising.
11. Maintain accurate volunteer and supporter records using CRM systems, ensuring compliance with data protection and safeguarding requirements.
12. Contribute to the smooth running of community fundraising activity through effective administration, planning and communication.
13. Actively participate in team meetings and contribute to continuous improvement, learning and effective ways of working.
14. Promote a culture of continuous learning and development and wellbeing. Identify your own learning and development needs and ensure your mandatory and essential training is up to date. Play an active part in team meetings. Help to create an environment that is continually critically questioning practice and promoting learning.
15. Take reasonable care for your own safety and the safety of others. Adhere to all Health & Safety requirements, including Covid-19 secure processes and procedures.

This list can never be exhaustive, and is subject to change in line with the evolving needs of the organisation, but covers most of the work you'll be doing - always with talent, initiative and a commitment to great customer service.

### **Infection Prevention**

All Rowcroft Hospice employees are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections including MRSA.

You agree to:

- Decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- Take part in mandatory infection control training provided;
- Responsibly manage your own infections that may be transmittable to patients, including to contact Occupational Health for guidance.

### **Place of Work**

This role has been identified as an on-site worker (works at a Rowcroft site for the majority of their working time). This will be fully discussed and agreed with the postholder to meet individual and business needs.



**PERSON SPECIFICATION**  
**Community Fundraising and Volunteer Co-ordinator**

Attributes	Essential	Desirable
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• A good level of education including GCSEs in English and Maths or equivalent</li> <li>• Willingness to undertake role-specific training, including data protection and safeguarding.</li> </ul>	<ul style="list-style-type: none"> <li>• Fundraising or event-related qualifications or training</li> <li>• Previous GDPR or data protection training</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and relationship-building skills</li> <li>• Excellent written and verbal communication</li> <li>• Ability to present to a variety of audiences</li> <li>• Highly Organised, with the ability to manage multiple projects and meet deadlines</li> <li>• Able to work independently and as part of a team</li> <li>• IT literate, with good working knowledge of Microsoft Office</li> <li>• Basic understanding of marketing and promotional tools</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of community fundraising and donor stewardship</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in fundraising, events, sales, marketing or similar</li> <li>• Experience of recruiting, working with and managing volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using CRM databases.</li> <li>• Experience of achieving income targets</li> <li>• Experience of managing and promoting events or campaigns</li> </ul>
<b>Personal Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to creatively problem solve, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience.</li> <li>• Proven ability to be part of a committed and hardworking team, collaborative, with a positive, flexible attitude, and a warm, approachable manner in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times.</li> </ul>	<ul style="list-style-type: none"> <li>• Willing and able to volunteer for at least one Rowcroft event each year.</li> </ul>

