



Imperial Health Charity

# Fundraising Officer

Job Pack



**Imperial  
Health  
Charity**

HELPING  
OUR HOSPITALS  
DO MORE

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@ImperialCharity



@charityimperial

Imperial Health Charity is a registered charity, no. 1166084

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# The role



## Key information

**Hours:**

Full-time, 35 hours per week

**Duration:**

Permanent

**Salary:**

Band 6 - £31,611

**Notice period:**

Six weeks

**Probation period:**

Six months

**Place of work:**

5 Merchant Square,  
London, W2 1AY

**Reports to:**

Fundraising Manager

## About the role

In this role you'll be part of the fundraising team, supporting with the delivery of our fundraising portfolio. This includes providing excellent supporter care to individuals who are taking part in events or organising their own activities, as well as managing our fundraising products. You'll be responsible for managing the fundraising database, including receiving and accurately inputting donations onto the database. You'll also be responsible for achieving your own income targets and objectives through proactively seeking out opportunities to promote fundraising among patients and NHS staff across our hospital sites and in the local community by utilising existing contacts and developing new ones.

**Hybrid working**

We have a hybrid working approach, which includes a mix of office and home working on different days of the week. It is our intention to create a working environment that enables greater flexibility and at the same time maximises opportunities for collaboration. As part of this, the required time working in the office for this role will be no less than two days per week plus hospital attendance as and when required, which provides some flexibility to work from home.

# Main duties

## Main duties and responsibilities:

- Provide excellent supporter care to fundraisers taking part in events or organising their own fundraising activity by providing support, guidance and fundraising materials.
- Lead on specific event activities, such as gaming fundraising, to develop and grow income from this area.
- Proactively seek opportunities to grow community and events fundraising income, working in partnership with hospital departments and the wider community.
- Promote our events and campaigns to the local community, including businesses, schools, patients and NHS staff.
- Carry out monthly re-engagement with individuals who regularly donate to encourage further support and update them on the use of their donation, as well as actively engaging with NHS staff to encourage spending of their departmental funds.
- Work with the fundraising and communications teams to promote and market fundraising events through social media and printed materials, including ensuring all poster cases and printed materials in our hospitals are maintained and updated.
- Manage collection tins and contactless devices in our hospitals and in the local community, seeking out opportunities to increase income and keeping accurate records of income raised.
- Represent the charity at events at our hospitals and in the local community.
- Maintain stock levels of our fundraising materials, keeping an accurate record and ordering new stock as and when required.
- Work with the Fundraising Manager and Senior Fundraising Manager to deliver agreed income targets.
- Total and deposit cash and cheque donations.
- Input all financial gifts into the fundraising database, including cash, online donations, cheques, credit card payments and Charities Aid Foundation donations.
- Maintain communications opt-in data for supporters on the fundraising database in line with our privacy policy.
- Inform fundraisers of donations in a timely way by sending thank you letters, and where appropriate, provide them with supporting information.
- Run monthly Gift Aid claims and work with the finance team to ensure all claims are processed and recorded on the database.

- Other tasks as may be assigned by the Fundraising Manager, Senior Fundraising Manager or Director of Development.

## **General duties**

- Maintain accurate records for stakeholders, including communication history, adhering to our data protection obligations and records management principles
- Take an active part in department and whole charity team meetings, contributing agenda items and undertaking assigned actions as required
- Take an active part in and collaborate with colleagues across the charity's work, bringing your own experience and perspective so that we harness the value of our shared contributions
- Participate in regular supervision, objective-setting/monitoring and actively engage in your own job-related development throughout the year
- Champion the charity's Code of Behaviour and act as a role model, ensuring that our safeguarding and other key policies and procedures are adhered to at all times so as to protect the people we work with and our reputation.

*A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The charity is a fastmoving organisation and therefore changes in duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the post holder.*

## **Personal development**

Your line manager will agree annual objectives and a personal development plan, which will include training as an essential element of the role.

**“The Fundraising Officer role is a wonderful opportunity to work across multiple areas within charity fundraising and see the direct impact of our work in real time. Meeting our grateful patients, families and staff and showing them the difference made by their support is one of the main highlights of the role.”**

**Beth Morgan, Fundraising Manager**

# The person

We're looking for an enthusiastic and motivated Fundraising Officer to join our team. To succeed in the role, we'll expect you to have a mix of the following experience, skills and personal qualities.

## 1. Previous experience

You will have:

- Previous experience in events and/or community fundraising, or in a similar role.
- Experience working with a wide variety of people and delivering excellent customer service.
- Proven ability to meet tight deadlines and manage projects effectively.
- Previous administration experience.
- Experience of processing income/donations, including cash handling and financial coding.

You may also have:

- Experience of fundraising in the NHS or health-related organisations.
- Experience of sporting and challenge events fundraising.
- Experience of charities and/or health-related organisations.
- Familiarity with fundraising codes of conduct and best practice.
- Experience using charity databases.

## 2. Skills, knowledge and ability

You will have:

- Excellent written and verbal communication skills, with the ability to communicate effectively with a wide range of audiences.
- Excellent IT skills, in particular Microsoft Excel, Word, PowerPoint and fundraising databases.
- Ability to build and maintain relationships with supporters.
- Administrative and record-keeping skills.
- Ability to work independently and to prioritise, organise and manage your workload effectively.

- Ability to give and receive feedback objectively and sensitively, with a willingness to challenge constructively.

### **3. Personal**

You will have:

- High level organisational skills and attention to detail.
- Ability to be a persuasive, flexible, enthusiastic and well-organised team player who is happy working as part of a small team.
- Confidence in inspiring, motivating, engaging and enthusing colleagues and multiple stakeholders.
- Ability to work under own initiative and operate a flexible approach.
- Ability to hit the ground the running, thrive under pressure, deliver results and ensure deadlines and priorities are met.
- Commitment to awareness of issues of equality and cultural diversity.
- Collaborative and inclusive approach, being prepared to work as part of a wider team in contributing specific expertise and getting involved in any task - big or small.
- Enthusiasm for fundraising events and activities.

### **4. Other requirements**

You will have:

- Commitment to the values and principles upon which the NHS operates.
- Passion for and commitment to our organisational mission and goals.
- Ability to work flexibly to meet the needs of the role, including occasional evenings and weekends.
- Ability to travel between hospital sites in west London.
- No envisaged barriers to obtaining DBS disclosure.

# How to apply



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Please send a copy of your CV and a supporting statement demonstrating how you meet the person specification and what attracts you to this role to Joe Blythe at QuarterFive Recruitment.

**[joeb@quarterfive.co.uk](mailto:joeb@quarterfive.co.uk)  
075077 89143**

Beth Morgan (Hiring/ Fundraising Manager) is happy to have an informal telephone or teams call for anyone interested in applying you can contact her via:

**[beth.morgan@imperialcharity.org.uk](mailto:beth.morgan@imperialcharity.org.uk)**

We recognise that some of your experience may be from unpaid roles as well as paid employment – please include any voluntary work if it helps to show why you are the right candidate for the job.

Don't meet every single requirement? We are dedicated to building a diverse, inclusive and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with the job description, we encourage you to apply anyway. You may be just the right candidate for us.

