

**Job title:** Community Fundraiser

**Location:** Noah’s Ark Charity, Noah’s Ark Children’s Hospital for Wales, Cardiff (Currently hybrid working with some working from home, some in the office and some out in the community)

**Contract:** 12 month contract

**Job type:** Full time (37.5 hours a week) with some flexible working required

**Reports to:** Fundraising Development Manager

**Salary:** £25,000

**Introduction**The Noah’s Ark Charity supports the Noah’s Ark Children’s Hospital for Wales in providing world class care, helping to ensure the best outcome and experience possible for children and their families.

Having raised more than £22 million to build and equip the hospital, today we continue to work hand in hand with the NHS, providing funding for the most up to date equipment and facilities. We also fund support services for families like the play specialist team, who help children be children, despite the difficulties they are facing.

This is an opportunity for a driven individual to join a small but highly motivated team. This is a ‘hands on’ role which offers a real opportunity to see the impact that your work and that of the wider charity has on the children and families we support.

**Scope of role**

The Community Fundraiser will sit within the fundraising team and will work alongside the Fundraising Development Manager, playing a pivotal role in building community fundraising and implementing the volunteering strategy, whilst also providing excellent supporter care.

The role will contribute both directly and indirectly to the financial growth of the Noah’s Ark Children’s Hospital Charity as community fundraising activities are driven forward.

**Relationship to Cardiff and Vale University Health Board (UHB)**

The charity is independent of but works closely with UHB and is based in the Noah’s Ark Children’s Hospital Wales - operated and managed by the health board. As such, we agree to abide by the UHB’s core values and example behaviours, shown below, and are guided by their operational policies.

Our values guide the way we work and the way we behave with others. Post holders will be always expected to behave in accordance with our values demonstrating commitment to the delivery of high-quality services to patients.

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| We care about the people we serve *and* the people we work with  | Treat people as you would like to be treated and always with **compassion** |
| We trust and respect one another | Look for **feedback** from others on how you are doing and strive for **better** ways of doing things |
| We take personal responsibility  | Be **enthusiastic** and take responsibility for what you do. |
| We treat people with kindness | **Thank** people, celebrate success and when things go wrong ask ‘what can I learn’? |
| We act with integrity | Never let structures get in the way of doing the **right thing.** |

**Main duties and responsibilities**

* Alongside the Fundraising Development Manager, implement a range of community fundraising activities, whilst offering the best supporter care to individuals, groups and education establishments.
* Provide fundraising guidance ensuring supporters have access to advice and that best fundraising practice is promoted.
* Build new fundraising opportunities and networks.
* Engage, recruit and retain family ambassadors for the charity, implementing the ambassador strategy.
* Engage, recruit and retain community volunteers and supporters, implementing the volunteering strategy.
* Alongside the Fundraising Development Manager and the Events and Community Fundraising Officer, work to achieve annual fundraising targets.
* Update the charity CRM database.

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| **Criteria** | **Essential** | **Desirable**  | **How/when tested** |
| **Experience** | * Evidence of effective team working.
* Experience of managing projects.
* Experience of working to strict deadlines.
* Experience of working in a customer service environment.
* Knowledge of computer and databases.
* Proven track record in meeting targets.
* Experience of managing relationships with a range of stakeholders.
* Experience in a sales or marketing environment.
 | * Experience of working in a fundraising role and a clear ability to demonstrate a good understanding of core principles.
* Experience and understanding of recruiting, placing and managing volunteers.
* Experience in recruiting supporters and maximising their participation.
* Experience of motivating volunteers and supporters.
* Experience of using a fundraising CRM.
 | Application and interview |
| **Skills**  | * Proven ability to communicate effectively with a range of people, both verbally and in writing.
* Ability to manage potential conflict both calmly and confidently.
* Excellent presentation and interpersonal skills, with the ability to develop relationships at all levels.
* Good communications skills, both verbal and written.
* Demonstrate respect for people from different backgrounds.
* Ability to work flexibly and proactively and maintain a “can-do” attitude.
* Good IT skills.
* A keen interest in keeping abreast of developments across the third sector and, where relevant, using that knowledge to suggest new and innovative ways of working within your own role.
 | * Ability to speak Welsh
 | Application and interview |
| **Personal attributes** | * Hold a full driving license.
* A willingness to model and promote the values and behaviours of the charity and also Cardiff and Vale Health Board.
* A flexible working attitude, with a willingness to work out of hours when necessary.
* Willingness to travel around Wales when necessary.
* Complete confidentiality and discretion in handling sensitive data.
 |  | Application and interview |

**GENERAL**

* **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
* **Competence:** At no time should the post holder work outside their defined level of competence.  If the post holder has concerns regarding this, they should immediately discuss them with their manager.  All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
* **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records. This legal duty of confidentiality continues to apply after an employee has left the Noah’s Ark Charity.   The post holder may access information only on a need-to-know basis in the direct discharge of duties and divulge information only in the proper course of duties.
* **Records Management**:  The post holder has a legal responsibility to create, maintain, store and destroy records and other charity information handled as part of their work within the Charity and the University Health Board (UHB) in line with operating procedures and training.  This includes all records relating to patient health, donors, financial, personal, and administrative, whether paper based or on computer.   The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
* **Information Governance:** The post holder must always be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users and donors.
* **Health & Safety:**  The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with.  It is the post holder’s personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff should request support in times of need and advice.
* **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process.  The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
* **Safeguarding Children and Adults**: The charity and UHB is committed to safeguarding children and adults therefore all staff must attend the UHB Safeguarding Children and Adults training and be familiar with the charity’s own safeguarding policy.
* **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.
* **Registered Health Professionals:** Allemployees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
* **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
* **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention.
* **No Smoking:** To give all patients, visitors, and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy.  Advice and support on quitting smoking is available for all staff and patients.  A hospital-based service can be accessed by telephoning 02920 743582 or for a community-based service, Stop Smoking Wales can be contacted on 0800 0852219.
1. **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying because of someone’s ’protected characteristics’. These protected characteristics are:  age, religion, sexual orientation, belief or non-belief, sex, disability, race, gender identity, pregnancy and maternity, marriage and civil partnerships. The line manager and post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with, whether they are patients, family/carer, visitors or colleague. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people’s human rights as part of your everyday practice.
* **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect.  All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation.  Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
* **Job description**: The role description is a general outline of duties and responsibilities and may be amended as the organisation develops. The post holder may be required to undertake other duties as may be reasonably required from time to time.