

Noah's Ark

Children's Hospital Charity
Elusen Ysbyty Plant



Job title: Community Fundraising Co-ordinator

Reports to: Community Fundraising Manager

Location: Office Based - Noah's Ark Children's Hospital, Cardiff

Contract: 9 months

Hours: 22.5 hours

Salary: £25,000 FTE

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 £30 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 services like the play specialist team and emotional support for families.

This is an opportunity for a motivated and enthusiastic individual to join a small but determined team. Working closely with the wider charity team, this role offers a real opportunity to see the impact that your work has on the children and families we support.

Scope of role

This role within the Noah's Ark Charity, will support our community fundraising team. The Community Fundraising co-ordinator will provide essential administrative and operational support to the Community Fundraising team. The postholder will help ensure the smooth delivery of fundraising activities by managing supporter communications, maintaining accurate records, coordinating resources, and supporting events and campaigns.

This role is ideal for someone who is highly organised, detail-oriented, and passionate about supporting community-led fundraising initiatives.

KEY DUTIES AND RESPONSIBILITIES

1. Support Community Fundraising Income generation

- To encourage the development of new supporter relationships through proactive communication, to achieve income and provide excellent supporter care to ensure the relationship is ongoing, beyond one-off support for the charity.
- To support the community fundraising team through relationships with patient families, third party fundraisers, community groups, schools and education establishments and public bodies.
- To assist with creating and maintain strong regional corporate partnerships within the community fundraising team, with the support of the community fundraising manager and head of fundraising and development.
- To deliver time specific and sector specific email/postal campaigns, encouraging organisation and participation in fundraising events.
- To contribute to the strategic development of community fundraising.

2. Ambassador programme

- To communicate with the family ambassador programme helping to grow the network of key supporters who will represent and be the face of the charity within their local community.
- Support the community fundraising manager and regional fundraiser with the development of the ambassador programme including training and thanking opportunities.

3. Supporter experience

- To champion consistent and excellent supporter care.
- To record all communications accurately on the database, ensuring information is gathered and recorded in accordance with the requirements of the data protection act, GDPR and the charity's data protection policy.
- To respond to supporter enquiries in a timely manner and deal with complaints, escalating as appropriate.
- To deliver an excellent supporter journey and contribute to the central supporter journey for community fundraising with resources, materials and information.
- Assist with the coordination of fundraising events and activities

4. Cross team working

- To work collaboratively with fundraising colleagues across the team to deliver wider fundraising income and charity objectives. For example, gifts in wills, regular giving, event participation, volunteering and communications.

5. Budgets

- Work with the community fundraising team and head of fundraising and development, to build and manage a detailed fundraising budget, including income and expenditure.

6. Best practice

- Ensure all fundraising practice is in line with organisational guidelines and policies.
- Encourage and champion compliance and best practice within the fundraising team.

- Ensure own compliance with fundraising standards and requirements, keeping up to date with key policies and regulations, including the fundraising regulator, chartered institute of fundraising and the charity commission.

7. Undertake any other duties which might be required to fulfil the general purpose of the post.

Person specification: Community fundraising administration support

| Criteria | Essential | Desirable | How/when tested |
|--------------------------|--|---|--|
| Qualification | Educated to A-level or equivalent experience. | Administration qualification. | Application form and pre-employment checks |
| Experience | An excellent networker, capable of developing relationships with people from a wide variety of backgrounds. Experience of being a proactive team member and working well across an organisation. | Experience working in a charity or fundraising environment. Experience using CRM systems or fundraising databases. Knowledge of community fundraising or supporter care. Experience handling confidential or sensitive data. | Application form, interview and references |
| Skills | Strong organisational and administrative skills. High attention to detail and accuracy. Excellent written and verbal communication skills. Ability to manage multiple tasks and meet deadlines. Competent in Microsoft Office (Word, Excel, Outlook, Powerpoint, Sharepoint). Positive, helpful, and professional approach. | A user of social media in a business context. Experience of organising and delivering events. | Application and interview |
| Special knowledge | | Knowledge of UK charity law and Chartered Institute of | Application and interview |

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|----------------------------|--|--|--------------------------------|
| | <p>Fundraising and the Fundraising Regulator guidelines.</p> <p>Ability to speak Welsh.</p> <p>Knowledge of donor acknowledgement processes.</p> | | |
| Personal attributes | <p>A 'can do' attitude, to meet the needs of the role, which may require some event work at weekends and in the evenings and work flexibly around the working week.</p> <p>Proactive and solution-focused mindset.</p> <p>Commitment to the charity's mission and values.</p> <p>Ability to work independently, as well as collaboratively as part of a small team.</p> <p>A 'people person'. Be able to empathise with peoples stated needs and emotional drivers.</p> <p>Energetic, enthusiastic, committed, adaptable and motivated.</p> <p>Positive in outlook: always looking for the best outcomes from dealing with people and situations.</p> <p>Self-aware: know gaps in your own knowledge and skills and not be afraid to ask for assistance.</p> | | Application and interview |
| Other | <p>Able to work hours flexibly when required.</p> <p>Be professionally presented.</p> <p>Complete confidentiality and discretion in handling highly sensitive data.</p> | | Application form and interview |

Prepared by: Kath fisher, Community Fundraising Manager

Agreed by: Lucy Jones, Head of Fundraising and Development

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