

The Myton Hospices

Job Description

Job Title: Individual Giving Fundraiser

Department: Income Generation

Responsible to: Director of Income Generation

Accountable to: Individual Giving & Supporter Care Manager

Summary of Role:

To cultivate relationships with a range of current and prospective Myton supporters, including the families and friends of patients who want to continue their relationship with the organisation following bereavement. The role will be responsible for in-memory fundraising activities and campaigns along with other forms of support. The role is focused on increasing overall supporter engagement, maximising lifetime value and achieving income targets.

Primary Work Base: Warwick (with regular working in Coventry and Rugby)

NB as we are a multi- site organisation some flexibility relating to place of work will be required. We reserve the right to change the work base of our employees to meet our business needs.

Myton Core Values

Our *Core Values* underpin everything we do and all employees are expected to comply with our Values and reflect these in their day-to-day work.



Main Duties & Responsibilities

1. Work with the Individual Giving & Supporter Care Manager to achieve the Individual Giving and Legacy annual budgets
2. Deliver a schedule of planned legacy and In-Memory fundraising and promotional activities and events
3. Develop a stewardship plan for individual supporters and those who have pledged support via a gift in their will, in order to maximise life-time value and support to Myton
4. Communicate and meet with donors who bring or send donations into the hospice and where appropriate discuss different ways in which they can support Myton further
5. Have a regular presence on the Myton fundraising "hub desk" based in Coventry Myton Hospice and be as public facing as possible in order to engage with a variety of audiences and maximise support for Myton
6. Promote gift in Will giving both internally and externally
7. Arrange a variety of supporter engagement events such as Thank You evenings across all Myton Hospice sites and in the community
8. Foster good working relationships with internal stakeholders such as with pastoral & spiritual care, family support services and all clinical staff to ensure that;
 - a. Key Myton messages are promoted in the hospices / throughout services where possible and in-memory literature is given to patients families and friends where appropriate
 - b. The latest fundraising initiatives that may be of interest to bereaved families, friends, supporters are well promoted / communicated
 - c. Attendance at relevant events such as in-memory services and engagement events can be arranged
10. To maintain accurate and up to date database records and ensure high standards of donor care and support
11. To ensure the Individual Giving and Supporter Care Manager and Director of Income Generation are regularly kept informed about key supporters and relationships that have been built
12. Represent Myton at networking events when required
13. Any other duties commensurate with the post
14. Day to day supervision of the Individual Giving Assistant (12 month Maternity Period Cover)

Responsibilities of all employees:

1. To operate at all times within the Myton values
2. To work constructively with colleagues and stakeholders at all times
3. To act as an ambassador for Myton at all times
4. To maintain confidentiality at all times
5. To participate in annual Appraisal and attend any training identified
6. To attend all mandatory training e.g. fire training, moving and handling etc.

GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES

Policies and Procedures

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any

contravention of Myton policies or procedures may result in disciplinary action.

Volunteers

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

Confidentiality and Data protection

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

Infection Control All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

Equality & Diversity

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and colleagues. The post holder is required to conform with Myton's policies on Health and Safety and Fire Prevention, and to attend related training as required.

Safeguarding Vulnerable Adults and Children

It is the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

Code of Conduct

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

Review of Job Description

This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post.

	ESSENTIAL	DESIRABLE
Educational /professional Qualifications	Educated to undergraduate degree level or equivalent, with good level of literacy and numeracy	Recognised Fundraising qualification
Experience	<p>Working with IT packages including Word and Excel</p> <p>Working in a fundraising / charity environment</p> <p>Working on a CRM</p> <p>Working to deadlines</p> <p>Customer service / supporter care</p>	<p>Organising events</p> <p>Working on fundraising appeals and campaigns</p> <p>Line management</p> <p>Working with an 'In Memory' audience</p> <p>Working with Donorflex</p> <p>Management of volunteers</p>
Skills/Abilities	<p>Able to work on own initiative</p> <p>Ability to multi task</p> <p>Ability to keep motivated and motivate a team</p> <p>Excellent communication skills, with the ability to communicate with a variety of people</p> <p>Strong attention to detail</p> <p>Strong organisational skills</p> <p>Excellent data management and knowledge of GDPR</p>	<p>Excellent writing and presentation skills</p>
Other	<p>Enthusiastic</p> <p>Organised</p> <p>Professional</p> <p>Compassionate</p> <p>High degree of empathy & sensitivity</p> <p>Driving License and use of own vehicle with insurance for "Business Use"</p>	