

Job Description

Job Title: Events & Projects Officer

Reporting to: Community 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 member of our Fundraising Team you will support us to deliver this by helping to raise vital income to fund our care expand our services as set out in our strategic vision. This role is within the Community Engagement team which is responsible for raising income from community fundraising, events and challenges. The role will raise income for the hospice by supporting a year round programme of fundraising events which raise income and build support for the hospice.

Our Values:

Honesty & Integrity Generosity of Spirit Respect Team Player

Key Roles and Responsibilities:

Area

1. Support the Events & Projects Fundraiser to promote and deliver Rowcroft-organised events and projects including helping to:
 - Identify profitable new opportunities
 - Create, maintain, and monitor event registration systems
 - Work with suppliers, secure quotes, and place orders
 - Update and input to detailed plans, including operation and site plans
 - Input and deliver marketing plans
 - Recruit, organise and supervise volunteer support
 - Assist in and coordinate areas of setup, event day and pack-down logistics
 - Support in collating event feedback and analysis
2. Coordinate smaller-scale events, such as event launches, appreciation events, and focus groups.
3. Deliver excellent stewardship to Rowcroft Hospice supporters and ensure they are made to feel valued and motivated. This includes:
 - Support in the development and delivery of supporter journeys
 - Respond to supporter enquiries (via phone, email and in person)
 - Schedule event communications to participants
 - Support individuals and groups with their fundraising
 - Thank and recognise supporters for their efforts
4. Support the general administration including logging of donations, thanking supporters and responding to enquiries. Keep the fundraising database up to date and ensure it is used as an effective means of communication and record of activity.
5. Carry out other tasks and support the community engagement team and wider fundraising team with fundraising activity as required by the Community Engagement Manager and Head of Fundraising.



General Role Requirements

1. Actively participate in team meetings, contributing to discussion and decisions that will be beneficial to the development of fundraising activities.
2. Ensure all activity is to the highest standard to safeguard Rowcroft's reputation and complies with relevant legislation, policies and practices including Data Protection legislation.
3. Work with colleagues across the hospice to develop and maintain good working relationships and to ensure there is a good awareness and support for the Fundraising Team's activities.
4. Maintain a good level of understanding of Rowcroft's activities and be an advocate of the hospice at all times.
5. 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. Undertake continuous professional development and clinical supervision where appropriate. Help to create an environment that is continually critically questioning practice and promoting learning.
6. 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 but covers most of the work you'll be doing. What it can't replace is talent, initiative and a commitment to great customer service.

Infection Prevention

All Rowcroft employees both clinical and non-clinical 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 the following responsibilities:

- To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- To take part in mandatory infection control training provided;
- To responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including contacting Occupational Health for guidance.



Place of Work

This role has been identified as a Flexible worker (role could be carried out at a Rowcroft site or at home, subject to the varying needs of the role, will spend planned time at Rowcroft sites).

This will be fully discussed and agreed with the postholder to meet individual and business needs.

PERSON SPECIFICATION Events & Projects Officer

Attribute	Essential Requirements	Desirable Requirements
Qualifications and Training	<ul style="list-style-type: none">• Good standard of education particularly in English and Mathematics	<ul style="list-style-type: none">• A full UK driving licence
Knowledge and Skills	<ul style="list-style-type: none">• IT skills including competent in Microsoft applications and accurate data entry.• Able to work in a methodical and organised manner and prioritise and organise own workload• Sensitivity, tact and diplomacy• Ability to work on own initiative as well as part of a team• Able to work with and motivate volunteers• Creative and imaginative approach to ideas and opportunities	<ul style="list-style-type: none">• Experience of using databases• Knowledge of Torbay and South Devon communities• Project management skills• Marketing and promotion skills• Fundraising knowledge
Experience	<ul style="list-style-type: none">• Experience working in fundraising/events/marketing/sales or a busy administration department	<ul style="list-style-type: none">• Project, event or fundraising experience or transferable skills from a relevant sector• Community Fundraising experience• Working with volunteers• Working to income targets• Management of budgets
Personal Requirements	<ul style="list-style-type: none">• Ability and willingness to attend fundraising events and activities which may be in the evening or weekends• Ability and willingness to travel around the area• A positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience.• A desire to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times.	<ul style="list-style-type: none">• A willingness to travel around the area in a range of different vehicles• A good understanding of the purpose, values and strategy of Rowcroft Hospice.

