



JOB DESCRIPTION & PERSON SPECIFICATION

Title	Fundraising Officer
Department	London Office
Section	Fundraising
Reports to	Executive Head of UK Office
Hours	37.5 hours per week, Monday to Friday (9-5pm)
Date formulated	May 2024

General Statement of Duties:

To significantly increase the hospital's voluntary income (primarily unrestricted) through the development and management of mid-value fundraising appeals, stewarding mid-level donors, regular donors, and fundraising committees with some event support.

The success of this role will be dependent on developing excellent relationships with our fundraising committees and regular donors. This role will work in conjunction with a small, dedicated team in London to provide fundraising, communications, and events support to two dedicated community fundraising groups.

Key Criteria for success:

- Develop excellent working relationships with Hospital's fundraising committees, and in-aid of supporters.
- Provide finance, event, admin, and communications support to our committees.
- Represent SJEHG externally at community events, St John activities, and committee organised events.
- Work under the supervision of the Executive Head of UK Office on developing and implementing detailed planning and milestones for the key objectives of the fundraising plan relating to mid-value appeals.

Main responsibilities:

- Manage the key relationships with the Guild fundraising committee and the SOA fundraising committee including communication, administration, and event support. One day per week will be set aside by the post holder to conduct and manage Guild responsibilities and tasks.
- Manage the key relationship with the Knights Templar sub-groups, and the County Priory Groups across the UK.
- Represent SJEHG externally at community events and in aid of fundraising activities.

- Establish and manage excellent client care for all relevant donors. Ensure that timely, effective, appropriate acknowledgement and recognition of gifts are provided to the donors.
- To be responsible for ensuring electronic records are up-to-date and accurate.
- To devise, implement and manage an effective regular giving strategy, under the supervision of the Executive Head of UK Office, with the aim of growing regular giving income, and undertake monitoring and evaluation.
- To steward the mid-level donors (£500 to £4999), ensuring the highest possible levels of donor care.
- To work in partnership with colleagues to identify individual donors that could be cultivated and moved to the major gift team.
- Assist colleagues with the content for the Jerusalem Scene newsletter
- To work under the supervision of the Executive Head of UK Office to develop appropriate income targets and expenditure budgets relating to committees, individual donors, and appeals.
- Manage Shopify store online and Merchandise management. Fulfilling orders and using the opportunity to steward donors.
- Thanking and stewarding donors within the remit (under £10,000).
- Work with the Jerusalem team as appropriate.

General Responsibilities:

1. All staff are expected to report for work on time and fulfil their hours of duty, from time to time some flexibility may be required to meet the needs of the job and this may be outside regular hours of work.
2. Staff of the Hospital Group who do not have a uniform are expected to wear appropriate business dress. Jeans are not considered appropriate attire.
3. Smoking is only permitted in the designated smoking areas and only during official break periods.
4. All staff will abide by confidentiality rules and will not disclose any information on the workings of the Hospital Group, the staff or patients, except in certain circumstances where express permission is given as per the Confidentiality Policy.
5. Staff are expected to always comply with the requirements of Health and Safety regulations and to take responsibility for the health and safety and welfare of others in the working environment, ensuring that agreed safety procedures are carried out to maintain a safe environment.
6. The Hospital Group is committed to equality and all staff are expected to treat colleagues, and visitors with dignity and respect, regardless of their ethnic background, religion, race, gender, age or sexual orientation.
7. All staff are expected to familiarise themselves with the requirements of the Hospital Group policies and procedures for staff.

8. All appointments are subject to pre-employment health screening.
9. The job description gives a general outline of the duties of the position and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the member of staff.
10. Any other duties as designated by your manager, and which are commensurate with the grade.

Person Specification:

Essential

- Excellent verbal and written communication skills.
- Excellent influencing skills – able to use tact and diplomacy to develop effective working relationships both internally and externally.
- Proven experience in community and events fundraising.
- Demonstrable record of building trusted, long-term relationships with fundraising volunteers.
- Commitment to the highest standards of volunteer and supporter care.
- Demonstrate record of achieving income targets.
- Highly motivated with the ability to take the initiative on implementing and advancing committee plans.
- Excellent time management and organisational skills with the ability to prioritise work, handle conflicting demands, and meet tight deadlines.
- Excellent attention to detail.
- High degree of computer literacy including the ability to use word-processing, spreadsheet, email.
- Familiar with donor databases with an understanding of data analysis, queries and reports.
- Commitment to team working and sharing the department responsibilities.
- Ability to work flexible hours, including occasional weekend and evening work at events.
- Commitment to the mission and values of St John of Jerusalem Eye Hospital.

Desirable

- Proven experience of raising funds in the healthcare/medical research arena.
- Experience of raising funds for overseas work.
- Familiar with Raisers Edge database.
- Institute of Direct Marketing diploma or equivalent fundraising qualification.
- Events management experience.