

Development Officer (Fundraising)



The Hospice of St Francis Charity provides essential free care across West Hertfordshire and South Buckinghamshire and inspires people to raise over £5million every single year to fund this care. Our care at home and in the Hospice, delivered through inter-disciplinary teams and skilled volunteers is rated outstanding by the Care Quality Commission. As a local employer we aspire to meet this 'outstanding' rating in all aspects of what we do, from the experience of staff and volunteers through to our compliance with the corporate, financial, fundraising, charity and trading regulations for our business.

Permanent 30-37.5 Hours Per week – Band 5

Accountable to: Associate Director of Development

Direct Reports: None

Main duties and responsibilities:

As Development Officer, you will play an important and enabling role in growing income across the Hospice and supporting new, relationship-based approaches to fundraising.

Reporting into the Associate Director of Development, and with a focus on Major Gifts and Trusts and Foundations you will create and lead a new strategy to develop these income streams for The Hospice of Francis.

You will personally identify, develop and manage a portfolio of high-value relationships with a focus on developing £5-25k+ opportunities and a small trusts portfolio, also supporting the Associate Director Development on larger opportunities giving you chance to learn and develop in this role.

You will also be responsible for guiding and setting the workload of the wonderful volunteers that support the team, ensuring it aligns with overall objectives and priorities.

This is an exciting role for someone who is motivated and passionate about hospice care.

Relationship management

- Proactively identify, cultivate and steward relationships with major donors and foundations with a focus on £5-25k PA donors, contributing to the Development and overall Fundraising target.
- Support the delivery of high quality cultivation and stewardship experiences, from writing updates and reports, to exclusive events and visits that showcase the Hospice.
- Advocate for a relationship-based approach within the fundraising team and across the Hospice, working closely with peers across the organisation to achieve that

Raising funds

- Individual and collective responsibility for achieving annual income target
- Write applications, proposals and reports for own portfolio and support Associate Director of Development as required
- Manage and continuously develop and review a small trusts portfolio, with a focus on raising strategic, flexible funding for the hospice
- Collaborate, as required, with the Communications team on fundraising appeals and with the Regular and Mid-Value Giving Manager/Officer on the Friends programme
- Track and apply for local council funding, ensuring projects are reported on in a timely and efficient manner

- Support the Associate Director of Development in identifying and developing exciting and inspiring fundraising propositions and applications

Prospect research and portfolio development

- Conduct prospect research on the major gifts and foundations portfolio
- Work with other members of the fundraising team, and hospice more broadly, to identify new prospects and secure/uplift giving
- Conduct regular horizon scanning (internally and externally) to identify new prospects to feed the Trusts and Philanthropy pipeline

Administration

- Manage all gift processing and thanking for major donors and foundations, working closely with finance and the CRM team as required
- Ensure the CRM is kept up to date and accurate, and data is held in accordance with GDPR guidelines
- Manage and guide the work of volunteers who support the Development team
- Contribute to the Fundraising Department's shared objectives and overall success

Qualifications, Skills, Experience, Knowledge & Approach	Essential <ul style="list-style-type: none"> • At least three years' experience operating in a Trusts and Foundations role, or with transferable skills such as in grant writing, sales, relationship management or business development • Proven track record in personally securing and stewarding five figure gifts and an understanding of the approach to secure six figure and multi-year gifts from individuals/Trusts and Foundations • Experience in managing a Trusts and Foundations pipeline • Experience of developing and managing a small trusts portfolio • Understanding and able to demonstrate practical application of relationship-based fundraising approaches • Understanding of major gifts fundraising • Experience of prospect research and management, including knowledge of key prospect research tools and systems, particularly for Trusts and Foundations • Knowledge of key trends affecting high-value fundraising and able to apply insights to own work • Experience of the creative development of unrestricted and restricted fundraising propositions or products, including project budgets • Demonstrable ability to construct a fundraising proposal and deliver reporting, in line with donor requirements • Experience of using a CRM database
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This list of tasks and responsibilities is not exhaustive, other relevant and appropriate duties as required by the Manager may be required. This Job Description will be reviewed and can be amended by agreement with the Post Holder and Manager.

	<ul style="list-style-type: none"> Working knowledge of the Code of Fundraising and Data Protection laws <p>Desirable</p> <ul style="list-style-type: none"> Experience of major gift fundraising Understanding and experience of securing and reporting grants or institutional funding, such as local council grants Experience of managing volunteers Experience of running and evaluating stewardship and cultivation events Previous experience of fundraising in a Hospice setting Knowledge of Donorfy Fundraising qualification
Key Accountabilities, Responsibilities & Tasks	
Communication	<ul style="list-style-type: none"> Strong written and verbal communication skills Ability to develop and present an emotive and compelling case for hospice care Excellent interpersonal skills with ability to build relationships and negotiate with internal and external stakeholders Understand and deliver a high level of supporter care (or customer service) with proven ability in continually improving the supporter (customer) experience.
Internal & External Contacts	<ul style="list-style-type: none"> Build strong working relationships within the fundraising team, and forge collaborative ways of working in particular with Communications, Wellbeing, Clinical Services, Volunteering and Finance teams Build trusted and transparent relationships with donors, prospects, volunteers and the Board Ability to deal sensitively with hospice patients, their families, and people who are newly bereaved
Decision Making	<ul style="list-style-type: none"> Analytical thinker with ability to make data-informed decisions Self-motivated and able to take responsibility for own area of work, with some guidance and support Ability to manage own workload and strategically prioritise in the face of competing demands on resource Proactive and operate with a solutions-focused approach, and with incomplete information Ability to track and evaluate progress and take action to respond to changing internal/external environment in order to achieve objectives The post holder is required to apply the level of judgement commensurate with role, act at all times in the best interests of the Hospice in accordance with the Nolan Principles of Public Life.

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	<ul style="list-style-type: none"> • Understanding of and management of reputational risk, including execution of due diligence screening as required
Mental and Physical Consideration. Working Conditions & Environment	<ul style="list-style-type: none"> • Commitment to the aims and ethos of the Hospice • Strong personal awareness and empathy, and ability to manage sometimes challenging emotional situations • Able to work flexibly in order to deliver role including maintaining regular presence at the Hospice – likely to require some evening or weekend working, and travel to meet supporters and prospects
Health & Safety	<ul style="list-style-type: none"> • Understand and comply with all Health and Safety, Fire and Infection Control regulations • Complete all mandatory training and ensure compliance of direct reports and contractors
Safeguarding	<ul style="list-style-type: none"> • Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis

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