

**ROWANS HOSPICE CHARITY  
ROLE SUMMARY**

<b>Job Title</b>	Income Generation Officer (Community Support & Events)
<b>Department</b>	Income Generation
<b>Location</b>	Rowans Hospice Charity (RHC)
<b>Reporting to</b>	Community Fundraising & Events Lead
<b>Job Purpose</b>	To support the Community Fundraising & Events Lead in ensuring that funds are raised in a cost-effective way from all appropriate fundraising sources, including community fundraising, support groups, corporates and businesses, events and challenges, individuals, clubs and associations.
<b>Key Accountabilities, Responsibilities &amp; Tasks</b>	
<b>Departmental &amp; Role Specifics</b>	<p>Under the direction and leadership of the Community Fundraising &amp; Events Lead:</p> <ul style="list-style-type: none"> <li>• To plan, co-ordinate and deliver a portfolio of both physical and virtual events throughout the year across the Charity’s community</li> <li>• To develop the fundraising events project plan with actions, agreed timescales, formal contracts/permits/licenses/H&amp;S provision</li> <li>• Support those in the local community wishing to organise their own fundraising events</li> <li>• To organise the logistics and manage the administration for events, including research, sourcing prizes, liaising with suppliers, organising the guest list and managing donations</li> <li>• To support participants with their event and fundraising journey</li> <li>• To identify appropriate events in the local community where the Charity can exhibit promoting the range of services provided and also fundraising opportunities</li> <li>• To co-ordinate fundraising materials and resources for fundraising events</li> <li>• To develop corporate partnerships via research, communication and proposals, engaging with companies to encourage fundraising to achieve set targets and so that RHC’s reach is optimized</li> <li>• To act as custodian of the RHC Brand and to develop brand awareness across the community</li> <li>• To own allocated campaigns and projects through to completion and evaluate success or output using various metrics</li> <li>• To source stories and photographs from supporters, fundraising activity/event participants, for marketing and communication use across all channels</li> <li>• To conduct community research and ‘safari’ work to identify opportunities for promotion and growth</li> </ul>

	<ul style="list-style-type: none"> <li>To document role practices and processes for their inclusion in the IG operations manual</li> <li>To regularly complete administrative and database (e.g. Donorflex) activities with an aim for continual improvement</li> </ul>
<b>Qualifications, Skills, Experience, Knowledge &amp; Approach</b>	<ul style="list-style-type: none"> <li>To operate with a team-based approach where Income Generation is recognised as a cohesive service to the Charity</li> <li>Proven experience as a community fundraising officer or similar role</li> <li>Solid knowledge of fundraising techniques and principles</li> <li>Excellent knowledge of MS Office and CRM e.g. Donorflex</li> <li>Excellent organisational and multi-tasking skills</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>To communicate and interact effectively with staff and volunteers at all levels</li> <li>To produce monthly progress reports as required</li> <li>To represent Rowans Hospice Charity at external meetings where appropriate</li> </ul>
<b>Internal &amp; External Contacts</b>	<ul style="list-style-type: none"> <li>RHC staff and volunteers</li> <li>Media organisations and contractors</li> <li>Service users</li> <li>Donors and supporters</li> <li>The General Public</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>Freedom to make decisions within the boundaries of the job description</li> <li>Responsible for knowing own limitations and when to seek help or advice</li> </ul>
<b>Mental and Physical Consideration. Working Conditions &amp; Environment</b>	<ul style="list-style-type: none"> <li>Office based environment</li> <li>Light duties, seated at desk</li> <li>Rotated out of hours activity at fundraising/marketing events</li> <li>Regular use of analytical skills and attention to detail</li> <li>Contact with service users and their 'stories'</li> <li>Visual Display Unit (VDU) inputting and use</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>To complete mandatory and statutory training e.g. Manual Handling, Health &amp; Safety, Infection Control, Fire safety training</li> <li>To take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions. You should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to</li> <li>All employees and volunteers have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. All employees and volunteers have a responsibility to report any circumstances where they feel vulnerable adults or children are being subjected to mistreatment to a senior manager</li> </ul>

<b>Assistance</b>	The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.
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<b>General Data Protection Regulations</b>
Under the provision of the General Data Protection Regulation 2018 (GDPR), it is the responsibility of every employee and volunteer to ensure that all data, whether electronic or manual, is kept secure at all times. This includes data relating to patients, members of staff and volunteers. Data must not be disclosed to any unauthorised person and must be regarded as strictly confidential at all times. Failure to adhere to this instruction will be regarded as serious misconduct and could lead to dismissal. Further information can be obtained from the Confidentiality and Information Governance including Caldicott and GDPR compliance procedure.

<b>Rehabilitation of Offenders Act 1974</b>
This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within the Rowans Hospice but must be declared in writing at the appropriate stage during the recruitment process.

<b>Signatures</b>										
This Role Summary is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job alongside your KPIs. The Role Summary remains flexible to cope with the changing needs of the job and is subject to review in line with the services of Rowans Hospice Charity.										
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