

ROLE PROFILE

Community Events Fundraiser

About Us

Rowans Hospice is a charity that provides free care and support to adults and their families living in the Portsmouth and South East Hampshire region who have a life-limiting illness. Established in 1994, our income is generated by ongoing support of the local community, donations, legacies, fundraising and through our retail shops.

Many people think that hospices are all about dying, but through our many different services, we support people to live as well as they can with their illness. From the moment of diagnosis through to bereavement support. Our Living Well Services put an emphasis on living with a life-limiting illness and patients and carers can drop in and gain advice and support to maintain individuals' resilience.

The Hospice is also supported by an assembly of volunteers, from various backgrounds and ages who are crucial in supporting the teams to ensure people live well to the end of their life and attain a good death within a caring and compassionate environment.

Our Values (THRIVE)



Trusting others to keep their commitments. Creating a safe environment for colleagues, partners and service users. Trusting colleagues as competent in their field



Being open when things don't go well, and seeing these as opportunities to improve. Creating loyalty through integrity and transparency. Fairness and openness in how we treat one another



Respecting others' opinions, and strengths that are different to our own
Operating with dignity, humility and compassion in all we do
Respecting confidentiality and boundaries within our work



Increasing our reach of care through working collaboratively and raising the impact of our work. Ensuring all our actions have a positive outcome for patients and colleagues. Understanding the emotional toll that our work has on each other



Recognising and acknowledging achievements, and celebrating success
Investing the time in each other to share stories and experiences
Celebrating the value we bring to our community, and how important our community are to us



Embracing change and innovation, staying relevant to meet the population need and communities we don't reach. Being committed to developing ourselves and creating an environment for progression
Commitment to changing at a sustainable pace, communicating our direction and plans

Your Role

The Community Events Fundraiser role will work within the Rowans Fundraising team, which is led by the Head of Fundraising and Marketing who is responsible to the Director of Income Generation. The role is based at Rowans Hospice, Purbrook.

Job Purpose

As a Community Events Fundraiser, you will be one of the faces of Rowans Hospice within our community. You will support our valued fundraisers and inspire new and prospective supporters to raise vital funds for the charity, always ensuring they receive the best possible supporter experience. You will be part of the wider Income Generation team, contributing to our shared goals and income targets.

Key Working Relationships

Internal:

- Director of Income Generation
- Head of Fundraising and Marketing
- Wider Fundraising and Marketing Team
- Clinical teams and patient services staff
- Retail and Trading team
- Finance, HR and Business Support
- Volunteers and Community Ambassadors

External:

- Individual supporters and community fundraisers
- Local businesses and corporate partners
- Schools, colleges and universities
- Community and faith groups
- Local authorities and partner charities
- Event organisers and suppliers

Key Areas of Responsibility / Key Accountabilities

- Raise income to support our fundraising strategy.
- Set, monitor and report on fundraising performance against targets.
- Build and nurture relationships with local fundraisers, community groups, schools, faith groups and local organisations.
- Plan and deliver fundraising activities with clear financial targets and measurable impact.
- Represent the hospice at local events, cheque presentations and talks, sharing the difference our supporters make.
- Support and manage volunteers and community ambassadors.
- Ensure all fundraising is carried out ethically and in line with regulations

Person Specification

- Experience of working in a customer-facing or supporter-facing role

- Proven ability to build and maintain relationships with a wide range of stakeholders
- Experience of organising or supporting events or community activities
- Strong understanding of delivering excellent customer/supporter care
- Ability to work towards and achieve targets
- Competent in the use of Microsoft Office (Word, Excel, Outlook)
- Excellent written and verbal communication skills
- Good level of numeracy and ability to manage and report on income
- Understanding of the importance of confidentiality and data protection

Values based behaviours relevant to the role

- Demonstrates compassion and empathy, aligning with the hospice's mission and values
- Builds meaningful relationships based on trust, respect, and integrity
- Takes a proactive and positive approach to problem-solving
- Shows resilience and adaptability in a dynamic environment
- Acts with professionalism and represents the hospice with pride
- Is motivated by making a difference and supporting the local community
- Works inclusively, valuing diversity and treating everyone with dignity and respect

Essential Competencies

- Excellent interpersonal communication and presentation skills, confidence speaking to community groups and schools
- Highly organised, with the ability to juggle multiple projects
- A compassionate, people-focused attitude, especially when working with those fundraising in memory of loved ones
- Willingness to work flexibly, including evenings and weekends
- Able to handle high-pressured and emotional situations in a busy environment
- Ability to manage sensitive and confidential information
- Able to show effective time management and diligence skills
- Strong analytical and data-inputting skills and ability to manage multiple tasks at a time
- Full driving licence and ability to travel across Hampshire

Desirable Competencies

- Although not compulsory, the ideal candidate will have previous experience within the charity sector, delivering income generating activities, with knowledge and awareness of fundraising regulations and codes of practice
- Event Management
- Passion for helping people

Other

Undertake any duties, which may be reasonably required within the scope of the role.

Please note that this job description is not exhaustive, and you may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Rowan's Hospice is committed to equality of opportunity and to eliminating discrimination. All employees are expected to follow our Code of Conduct and comply with policies and procedures, undertake relevant training and assume responsibility for safety within their role.

Reviewed by:		Date:	
Signed by employee:		Date:	