

The Children's Hospital Charity
Corporate Partnerships Assistant
May 2018



Do you have excellent attention to detail? Are you looking to develop your customer services and fundraising support experience? If so this role could be for you!

The Charity's Corporate Partnerships Assistant is all about assisting our Corporate Partnerships Team to generate income across the region by providing fantastic donor care to our corporate supporters.

The Children's Hospital Charity, a known and much loved charity in the Sheffield city region, has the challenge of raising funds for its on-going work to enhance the world-class care offered to patients at the Sheffield Children's Hospital.

The person appointed to this role will assist the Corporate Partnerships Team at the Charity and will be responsible for donor care across different corporate sectors. This role is vital to the growth of the Charity and we are looking for a well organised, outgoing, enthusiastic individual to join our special team.

This role requires someone that can confidently build and maintain relationships with people at all levels and retain their support. We will be relying on you to develop strong relationships with these stakeholders of the Charity so that we not only hit but exceed our fundraising targets.

The role provides a great opportunity for someone that is keen to learn the ins and outs of corporate fundraising and that is passionate about the work of The Children's Hospital Charity. Previous experience of working for a non-profit organisation is desirable but not essential. You will have a proactive approach, be assertive, driven, outgoing and a fantastic communicator. We expect you to have experience either working within the not for profit sector or in within sales.

We are a vibrant dedicated team, working with one of only four dedicated children's hospital trusts in the UK, and offer a generous benefits package including 27 days annual leave, 7% employer pension contributions to the Charity's pension scheme and membership of Westfield Health scheme.

Closing date: 9am Monday 3rd June 2019

Interviews: Tuesday 11th June 2019

Start date: mid July 2019

Charity Registration no.: 505002

Job Description

Title of post:	Corporate Partnerships Assistant
Responsible to:	Corporate Partnerships Manager
Working with:	Corporate Partnerships Officers
Location:	Charity Office, S10 2TH or any office where the charity operates
Salary:	£17,550 - £19,864.50 dependent on experience
Hours:	37.5 hours per week
Date:	May 2019
Contract:	Permanent

Overall Purpose of Role:

To support the Corporate Partnerships function by assisting with daily tasks, in particular supporter care, to help generate income for the Charity.

Reports to: Corporate Partnerships Manager

Member of: Fundraising Workgroup

Responsible for: Corporate Volunteers

Relationships and Roles:

- To demonstrate the ability to interact and cooperate with all Charity employees.
- To build trust, value others, communicate effectively, drive execution / successful completion of projects, foster innovation, focus on delivery to supporters, collaborate with others, solve problems creatively and demonstrate high integrity.
- Maintain professional internal and external relationships that meet the Charity's values.
- Proactively establish and maintain effective working team relationships with all internal and external stakeholders.

Key Responsibilities and Duties:

A. Income Generation

- Deliver against annual KPI's, budgets, targets and plans under the direction of the Corporate Partnerships Manager
- Assist the Corporate Partnerships Team in their work to grow income from targeted geographic areas across the region
- Win new corporate supporters for the Charity; ensure that we keep existing corporate supporters
- Input into annual business planning process

B. Corporate Fundraising

- Support the Corporate Partnerships Team by providing excellent donor care – dealing efficiently with any queries, requests for merchandise, fundraising materials and any other support they may require.
- Support the Charity's own regional fundraising activities and events.
- Attend cheque presentations and be willing to work outside core office hours (evenings/weekends) as and when required.
- First point of contact for all corporate fundraising enquiries (via post, email, website, telephone), responding in a timely and customer orientated manner
- Responsible for the correct logging of enquiries and activity on the ThankQ database, ensuring the database is kept up to date.
- To provide excellent supporter care to third party fundraisers, corporate supporters and other donors to help maximise their fundraising.
- To deliver presentations where required to engage and inspire the public to support the Charity.
- To undertake prospect research to inform fundraising plans.
- To support the Corporate Partnerships Team through general fundraising related administration.

C. Volunteer Management:

- Manage corporate volunteers who present to supporters / potential supporters on behalf of the Charity.
- Manage corporate volunteers for the Charity at third party or Charity run events.

D. Marketing

- Report any potential case studies from your contact with corporate supporters to the Marketing workgroup.
- Send supporter images and stories to the Marketing workgroup for social media use.
- Identify locations for distribution of marketing collateral for events, campaigns and other marketing initiatives.
- Actively promote the Charity's fundraising events and campaigns when out visiting or canvassing donors.

E. General Fundraising:

- Identify opportunities using your fundraising knowledge to add value to a supporters fundraising activity.
- Ensure accurate receipting of donations and gifts received from supporters.
- Ensure that accurate and up to date financial and ThankQ database supporter records are maintained and accessible.
- Keep notes of correspondence with supporters on ThankQ database.
- Work with the Fundraising Support Team to ensure that supporter data required is provided for fundraising campaigns.
- Manage fundraising projects effectively from their initiation through the stages of planning, delivery and review of the project's activity.
- Manage workload through good time management according to your annual Key Performance Indicators and Objectives.
- Support other members of the Fundraising workgroup and wider Charity team as and when required.
- Work within TCHC policies, procedures and adhering to legal frameworks.
- Work within the Institute of Fundraisers Code of Practice.

E. Reporting

- Evaluate and measure your performance using Key Performance Indicators and objectives at your monthly 1:1.
- Keep income pipeline up to date on a weekly basis.

F. General

- Represent the Charity when required, this may include external events or cheque presentations.
- Attend and participate in a variety of weekly meetings; fundraising workgroup meetings; monthly whole staff group meetings; monthly 1:1s with the Fundraising Manager; annual appraisals.
- Such other duties as may be required by the Fundraising Support and Marketing functions
- To participate in training and undertake appropriate learning and development, as identified through appraisal and regular reviews with line manager
- Adhere to TCHC's contractual & non-contractual policies at all times. These are outlined in the TCHC staff handbook.
- Adhere to TCHC's No Smoking policy at all times.
- Act in the best interests of The Children's Hospital Charity at all times.

This job description covers the current range of duties and is not exhaustive and will be reviewed from time to time. It is TCHC's aim to reach agreement on changes, but if agreement is not possible, The Charity reserves the right to change this job description.

The post-holder will be expected to adhere to relevant professional obligations and Codes of Conduct.

Person Specification: Corporate Fundraising Assistant

Your application must demonstrate your capabilities in relation to each of the criteria listed in the sections below (addressing each point in order). You must address all of the essential (E) criteria and where possible those labelled as desirable (D) criteria.

Criteria		Essential (E) or Desirable (D)	Method of assessment Application (A) Interview (I) Presentation (PN)
Education	Educated to A level standard or equivalent	E	A
	Degree level or equivalent	D	A
Qualifications	Institute of Fundraisers qualification	D	A
Experience	Experience in either fundraising, sales or working within the not for profit sector	E	A / I
	Ability to develop and motivate individuals and groups of volunteers	E	A / I
	Experience of planning, implementing & evaluating projects	E	A / I / PN
	Experience of giving exceptional donor/customer care to supporters/customers	E	A / I / PN
	Experience of how to motivate individuals and groups.	E	A / I / PN
	Experience of public speaking to different audiences communicating a 'Case for Support'	D	A / I / PN
	Experience of handling cash and receipting donations/gifts according to organisational policies.	D	A / I
	Experience of volunteering for a charity	D	A / I

	Experience of the recruitment, selection and management of volunteers	D	A / I / PN
	Experience of recruiting and supporting volunteer groups to fundraise for an organisation	D	A / I / PN
	Experience of public speaking	D	A / I / PN
	Experience of managing Health and Safety, Safeguarding and risk assessments at an event	D	A / I / PN
Skills	Ability to form and develop excellent working relationships with staff and key stakeholders	E	A / I
	Excellent administration skills	E	A / I
	Ability to adopt a proactive approach to carrying out the responsibilities in the role	E	A / I
	Ability to prioritise workloads and conflicting demands	E	A / I
	Ability to communicate well using verbal and written communication skills.	E	A / I
	Ability to design and deliver creative and inspiring presentations.	E	A / I / PN
	Excellent communication, influencing and negotiation skills	E	A / I
	Proven ability to use ICT equipment and software including Word, Excel, Outlook, CRM Databases and the Internet	E	A / I
	Ability to identify a good story for media and marketing purposes	E	A / I
Knowledge	Knowledge of fundraising policies, procedures and legalities	D	A / I
	Sound knowledge of current fundraising trends	D	A / I

	Knowledge of corporate entities that support charities across the region	D	A / I
	Knowledge of Health and Safety and Safeguarding policies and risk assessments	D	A / I
Personal Qualities	Aware of personal strengths when working as part of a team	E	A / I
	Creativity and innovation	E	A / I / PN
	Customer focused	E	A / I
	Managing self and relationships with others	E	A / I
	Ability to form, develop and retain relationships with all types of supporters	E	A / I
	Self-starting and use own initiative	E	A / I
	A confident public speaker	E	A / I / PN
	Problem solving and decision making	E	A / I
	Analytical thinking and judgement	E	A / I
	Excellent time management	E	A / I
Other	Hold a clean, full, UK driving licence	E	A / I
	Access to your own personal car that is insured for business use	E	A / I
	Willingness to travel to multiple locations across the local and wider region	E	A / I

	Commitment to equality and diversity in the workplace	E	A / I
	Desire to fully commit and contribute to The Children's Hospital Charity's vision, values and objectives.	E	A / I
	Willingness to occasionally work out of office hours, this includes weekends	E	A / I
	Access to your own smart mobile telephone/device compatible with the Charity's 3CX Phone App	D	A / I

Corporate Partnerships Assistant

Terms & Conditions

1. Salary

£17,550 - £19,864.50 dependent on experience

2. Contract

Permanent

3. Hours

37.5 hours per week. (9am – 5pm / Mon-Fri)

4. Pension Scheme

You will be auto enrolled into a Pension Plan, after a three month postponement period, with an employer contribution of 7% basic pay.

5. Westfield Health

You will be enrolled as a member of the Westfield Health Chamber Primary Health Cash Plan (Level 1).

6. Annual Leave

27 days per annum, plus statutory holidays.

7. Probationary Period

Six months probationary period.

8. Supervisions and Annual Appraisal

Supervisions and annual appraisals are conducted regularly for all staff by their Line Manager.

9. No Smoking

We have a policy of no smoking at this workplace (except limited designated areas) which you are required to respect.

10. Disclosure and Barring Service Check

All Charity staff are required to undergo a Disclosure and Barring Service (DBS) check. Satisfactory clearance is a necessary requirement of employment.