

Vacancy: Community Fundraising Coordinator

Overview:

This role will join a vibrant and ambitious fundraising team made up of; major giving, trusts and foundations, prospect research, individual giving, community, events, legacies, innovation and supporter experience. The team's mission is to raise income for our three hospitals to enable them to continue their vital work. This role will make a huge difference in helping us do that.

About us

Guy's & St Thomas' **Charity**, Guy's Cancer Charity and Evelina London Children's Charity are part of Guy's & St Thomas' Foundation. Our collective mission is to build the foundations of a healthier society.

As part of our team, you will work alongside talented people from a mix of personal and professional backgrounds. We are a Living Wage employer and support flexible working, part-time roles and job shares. Though our ambitions are serious, this is a friendly place to work with lots of opportunities to meet and socialise with colleagues. We believe there is immense power in diversity and aim to recruit and nurture talent who think and act differently.

There is more information about [**working with us**](#) on our website, where you can read about:

- how we approach recruitment
- our team, culture and values
- the benefits of working with us
- and our approach to diversity, equity & inclusion, health & wellbeing, and learning & development

Job description

The opportunity	
Job title:	Community Fundraising Coordinator
Salary:	32979.0 - 36396.0
Contract type:	Permanent

Closing date:	09/12/2024
Interview dates:	WC 16 th December
Reporting to:	Community Fundraising Lead
The team:	Community Fundraising Team
Key relationships:	Community Fundraising supporters (the public), All fundraising teams, Communications, Digital, Supporter Experience, Data and Insight, Supporter Services, Trust Engagement, Trust Colleagues, and Trust Funding.
Overall purpose of role:	<p>As part of a multi-faceted and busy fundraising team, this role plays an important role in supporting on a range of community fundraising supporters to raise funds for Guy's and St Thomas' charities. Supporter activity will include (but is not limited to) 'do your own' fundraising, patient and family fundraising, in-memory giving, community clubs, groups and organisations, to raise funds for Guy's and St Thomas' Charities.</p> <p>Fundraising across Guy's and St Thomas' hospitals is ambitious and high achieving but there is so much more still to do.</p> <p>The Community Fundraising Co-ordinator will have excellent multi-tasking and relationship building skills. This is an exciting opportunity to gain experience in mass participation events and fundraising within NHS Charities.</p> <p>We are looking for an immediate start and for the right candidate to be able to hit the ground running and support the team where necessary.</p>
Key responsibilities:	<p>Stewardship and account management</p> <ul style="list-style-type: none"> • Manage relationships with community fundraisers, including patients, patient families and in memory fundraisers, providing first class stewardship to maximise engagement and loyalty. • In collaboration with the Supporter Experience team, lead on and deliver stewardship excellence and supporter journeys that are supporter centric, creative and mindful of ROI as well as developing and delivering a continuous improvement approach to the ongoing management of these journeys. • Lead on the fulfilment of fundraising materials requests from supporters, managing and replenishing stock levels. <p>Collaboration and team support</p> <ul style="list-style-type: none"> • Support the Community Fundraising Leads on the project management of growing income from community fundraising audiences e.g. Do Your Own Fundraising, Community Corporate. • Support the Community Fundraising Leads to develop and ensure project milestones and KPIs are met. Delivering monthly updates on progress.

- Work collaboratively with Supporter Care to provide support for escalated supporter enquiries, develop processes ways of working and response templates for and with the Supporter Care Team.
- Deliver training where applicable for our volunteer programmes and colleagues.
- To work collaboratively with and contribute to the wider fundraising team, charity, and hospital colleagues, to cross promote fundraising activities where applicable and take a proactive approach to working in a high performing & collaborative team.

Data, insight and marketing

- Support content generation for Fundraising, Marketing, Communications, Digital and Supporter Experience teams by identifying fundraisers will to share their experience to inspire impact led communications and storytelling.
- Have an insight led approach to our activities, regularly analysing data and gathering supporter feedback.
- To ensure data processing is accurate, timely and up to date.

Other duties

- To undertake other duties as directed by the Community Fundraising Manager or Head of Community and Events as required.

Work environment

- The post holder should expect to:
 - Work in a hybrid hot desk environment, generally working 2 days a week in the London office and three from home.
 - Be responsible for the input and maintenance of databases and files relevant to the post requirements.
 - Will occasionally be required to attend events in the evening and at weekends.

Person Specification

What we're looking for

Experience:	<ul style="list-style-type: none"> • Experience of working in a fundraising environment • Experience of delivering an excellent customer/supporter stewardship experience
Skills, abilities, and knowledge	<ul style="list-style-type: none"> • Ability to build personal, meaningful relationships with colleagues, customers, supporters and donors • Ability to prioritise and manage a demanding workload • Ability to plan and deliver projects within budget and time • Knowledge of a Fundraising Database (e.g. Raiser’s Edge or Salesforce) • Computer literate i.e. Word, Outlook, Excel • Excellent written and verbal skills • Understanding of NHS Charities or healthcare fundraising
Personal attributes:	<ul style="list-style-type: none"> • Willingness to work hard and attend, where necessary commitments outside normal office hours • Motivated by high standards with excellent attention to detail

How to apply

Thanks for your interest in working with us.

We’re working hard to ensure we recruit great people and minimise unconscious bias in our selection process. To support this, our system anonymises applicants and we use a combination of your CV and role specific application questions to assess your suitability for the role.

To find out more about the role, please contact jobs@gsttcharity.org.uk