

St Cuthbert's Hospice



Making every day count since 1988

Application Information Pack



TGM0724: Trust Fundraiser

Closing Date 21/07/24 | Interview Date TBC

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Dear Applicant,

Thank you for showing an interest in working at St Cuthbert's Hospice in the role of Trust Fundraiser.

This recruitment pack provides you with some information on who we are, what we do and the exciting vacancy opportunity available.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a member of our Hospice team, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advise. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count.

At St Cuthbert's Hospice we are committed to our staff and making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an Employee Assistance Programme (EAP) for employees and family. Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have 8 Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that working at the Hospice could be a deeply rewarding career choice for you.

I hope you find this application pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

Paul Marriott
Chief Executive.

About Us

• Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

• What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

• Our Mission

To make every day count for those affected by life-limiting illnesses.

• Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

• Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

• Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.



About Us

• Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

• Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that carers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



About The Role

St Cuthbert's Hospice is looking for a Trust Fundraiser to work within its dynamic Income Generation team, securing funds to make sure we can care for all who need us in County Durham.

This post would be suitable as a development opportunity for someone that has transferable skills and experience that could be built upon, or for someone with previous experience of Trust Fundraising and is ready to hit the ground running. Whatever your level of experience for this role, we are seeking someone passionate, driven and enthusiastic, with the right values and attitude to secure the funds required to drive the Hospices mission and vision forward.

As a Trust Fundraiser, you will play a crucial role in securing funding from trusts, foundations, and grant-making bodies. We are looking for someone with the skills, knowledge and attributes to enable the following duties of the role to be met.

- **Communication:** Clearly and persuasively put forward the needs of the Hospice in writing and verbally to potential donors.
- **Research:** Conduct thorough research to identify potential donors, foundations, and grants that match with our mission and funding needs.
- **Relationship Building:** Develop and maintain strong relationships with trustees, donors, and other stakeholders to foster long-term support.
- **Attention to Detail:** Make sure all funding proposals and reports are accurate, thorough, and error-free to meet the high standards expected by funders.
- **Project Management:** Manage multiple funding applications, deadlines, and donor communications at the same time, demonstrating strong organisational skills.
- **Financial Literacy:** Understand and present financial information clearly in grant applications and reports, ensuring transparency and credibility.
- **Planning and Organisational Skills:** Develop and implement effective plans that match with the Hospices goals and objectives.
- **Persistence and Resilience:** Handle rejection and setbacks with grace and continue to pursue funding opportunities with determination.
- **Passion for the Cause:** Demonstrate genuine enthusiasm for St Cuthbert's Hospice, inspiring trust and confidence in potential donors.
- **Experience:** We are open to applications from candidates with transferable experience that are looking for an opportunity to develop their skills in Trust Fundraising or experienced Trust Fundrasiers that have worked in the discipline of Trust Fundraising previously.

Join us and be part of a team that is dedicated to creating positive change. Apply today to become our next Trust Fundraiser and help us to continue to make every day count for those we care for.

Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

" I feel privieged to work at the Hospice."

In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.

100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.

Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at recruitment@stcuthbertshospice.com

How to Apply

We hope this pack has given you all the information you need to apply for this role.

We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

Laura Barker Head of Income Generation 0191 374 6188 .

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email recruitment@stcuthbertshospice.com

Please note we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.



Job Description

Trust Fundraiser

Department: Development

Grade: 4-6

Responsible to: Head of Income Generation

Hours: 20-30 hpw

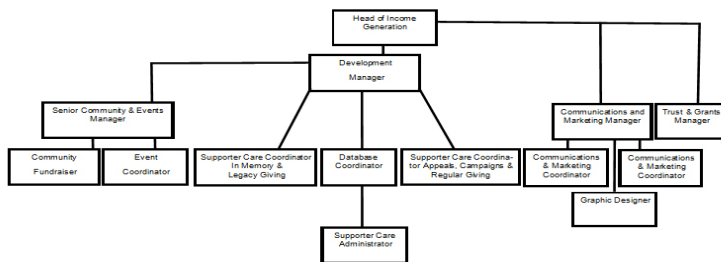
Salary: £23,812 (min) to £43,550 (max) pro rata

Contract: Permanent Part Time

Aim

- To generate income from trust and grant making bodies to achieve agreed income targets.
- To conduct research into grant-making organisations, identifying, profiling and prioritising grant makers and opportunities for funding.
- To develop and implement the operational plan for Trust and Grant Fundraising.
- To develop funding bids to a range of grant givers
- To cultivate and maintain excellent relationships with local and regional funding bodies and major donors
- To act as the representative for the Income Generation Team for the effective coordination, management and monitoring of all grant contracts and agreements.
- Contribute to maintaining a high positive profile and reputation for St Cuthbert's Hospice.

Organisational Chart



Key Responsibilities

Communication and relationships

- Reporting to the Head of Income Generation, the Trust Fundraiser will provide day to day management and coordination of trust fundraising – developing and successfully delivering on objectives set in the operational plan.
- Build and maintain excellent relationships (verbal and written) with local and regional funding bodies.
- Build relationships with senior grant makers and foundation trustees, using persuasion skills to influence and engage with individuals at all levels and facilitate successful applications.
- Collaborate with colleagues, budget holders and the Finance Team to develop compelling funding bids with associated budgets, using highly developed communication skills to convey and present complex information in a succinct and comprehensive manner, to minimise any barriers to understanding.
- Attend and contribute to service development meetings to identify funding opportunities to support service delivery through trust fundraising.
- Build and maintain excellent internal communications and relationships across all internal departments and with all levels of seniority.

- Work with the Communications and Marketing Team to supply case studies and stories to grant funders which evidence the impact of their funding to the Hospice.
- Work with the Communications and Marketing team to ensure grant terms and conditions are met, particularly in relation to communicating grants secured or protecting the anonymity of funders.
- Working with colleagues in the Development Team support the management of any opportunities that arise where voting may be needed to secure funds.
- Communicate the performance of Trust Fundraising through weekly, monthly and quarterly reporting.
- Contact potential funders in advance of applications to gain rapport and insights into their giving motivation and funding criteria.
- Maintain relationships with current and past funders to maximise eligibility for future funding opportunities.
- Oversee the coordination of volunteers to support trust funding activities. Ensure that volunteer role descriptions are kept updated according to team requirements and that volunteers are recruited to specific job roles depending on their preferences, skill-set, & experience.
- Ensure regular communication is made with volunteers to keep them updated on trust fundraising activities.
- Support volunteers with the development of any funding bids developed and submitted by this team.

Analytical and judgemental skills

- Regular analysis of trust income trends to ensure delivery of the Trust Fundraising budget.
- Conduct analysis on complex financial information (for example, reviewing charity accounts or complex budgets) to interpret and make judgements on how to appropriately present this information and provide supportive narrative for inclusion in funding bids. This will involve assessing and comparing a range of options, in order to make effective decisions on trust funding applications.
- Use information gathered about funding opportunities and prioritisation skills to judge when not appropriate to bid for funding opportunities that become available. Judgments may involve assessing a number of factors such as the level of expected competition, eligibility criteria, strategic fit etc.
- Review departmental operational plans and work with budget holders to identify how trust funding could support service or strategic objectives. Use analytical and judgement skills to identify potential funders, taking into account eligibility criteria and other factors to assess the potential success of applications.
- Monitor and report on agreed key performance indicators.
- Use analysis skills to provide reports to funders following grant awards.
- Be solution driven and use own initiative to weigh up and make informed decisions.

Planning and organisational skills

Develop and implement the Operational Plan for Trust Fundraising meeting agreed objectives and targets. As well as formulating the plan, adjustments may be required to ensure successful delivery of the plan.

Take the lead in developing high quality grant applications, using planning and organisational skills to work directly with project teams to ensure successful delivery from development to project completion and evaluation.

Develop appropriate and compelling cases for support, working closely with colleagues in other departments to ensure compatibility of objectives. This may involve planning complex projects involving a number of different stakeholders the outcome of which could impact across departments or services.

Take responsibility for developing planning, stewardship, timely reporting and all other communications.

Administer and monitor grant contracts and agreements to ensure contractual compliance, audit requirements and agreed outcomes and outputs are met.

Physical skills

Standard keyboard skills are required.

Patient/Client Care

Incidental contact with our patients, guests or their relatives may be required.

Communicate effectively and sensitively with our guests and ensure confidentiality is maintained.

Policy and Service Development

- Recommendations should be made to the Head of Income Generation with regards to service or policy improvements.

The post holder should comply with hospice policies and procedures at all times.

Financial and Physical Resources

- Responsible for contributing to the development of the Trust Fundraising budget making recommendations to the Head of Income Generation with a focus on maximising income.

Develops project budgets for funding bids.

Review income and expenditure at key intervals throughout the year and adjust working practices accordingly to ensure income targets are met.

Take responsibility for handling donations (for all payment types) as and when required in line with St Cuthbert's Hospice policy.

Exercise personal duty of care when using equipment such as computers and printers.

Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met

Human Resources

Responsible for day to day management of Trust Fundraising activities which includes providing support and supervision for Trust Fundraising staff and volunteers.

Ensure that volunteer role descriptions related to trust fundraising are kept updated

Attend appropriate mandatory training and undertake other training when identified and agreed at Appraisal or 1-1 meetings.

Ensure volunteers undertake and complete mandatory training as required.

Information Resources

Ensure all data on trusts and grants are kept up to date on the database and managed in compliance with the Data Protection Act and internal policies.

Keep accurate digital and paper records related to trust fundraising activities both compiled by self and others.

Preserve the confidentiality of any information regarding patients, customers, staff, volunteers and the business of the Hospice.

Responsible for reviewing and checking own data held on the HR system ensuring it is kept up to date and accurate and report any inaccuracies to the HR department

Ensure that fundraising activities are undertaken in line with the Code of Fundraising Practice.

Research and Development

Research public and private sector grant-making organisations, pro-actively identifying, profiling and prioritising new grant-makers and opportunities for funding.

Keep abreast of new developments in trusts and grants fundraising, recommending improvements to department plans as appropriate.

Prospect potential funders using appropriate research methods (peer review / database)

To keep up to date with current trends in the UK fundraising market and the charity sector in general through relevant publications, websites, conferences and networking

Seek and respond to feedback from grant funders

Freedom to Act

Use own initiative overseen by the Head of Income Generation.

Takes responsibility for their own area of work, guided by occupational policies, procedures and codes of conduct.

Manager available for reference with results / outcomes assessed at agreed intervals.

Having a flexible approach with the ability to work on your own initiative as well as working with other team members and volunteers.

Effort & Environment

Physical

Able to work at a computer desk for long periods (i.e. more than half a day).

There may be a requirement to exert light physical effort for short periods.

Mental

Attention to detail is a vital part of the job role. . Post holders will be expected to concentrate frequently. The work pattern is predictable.

Emotional

- Exposure to distressing or emotional working conditions is rare; however this may occur when spending time with a donor, guest or relative. Should the occasion arise support and advice will be offered.

Working Conditions

Little or no exposure to adverse environmental conditions.

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

Job Description Agreement

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Person Specification

Post Title: Trusts Fundraiser		Grade: 4-6 Department: Income Generation		
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Qualifications and Training	<p>Experience in trust fundraising, income generation, business management.</p> <p>Experience equivalent to higher national certificate or diploma / NVQ L4.</p> <p>GCSE's in Maths and English grade A – C.</p>	Application form	<p>Business related degree.</p> <p>Post graduate certificate in management or fundraising.</p>	Application form
Experience	<p>Experience working in business administration or fundraising.</p> <p>Experience of writing reports, proposals, bids, business documents or application forms.</p> <p>Experience of coordinating systems or processes and monitoring progress.</p> <p>Experience in conducting desk top research.</p> <p>Experience of meeting objectives or targets.</p> <p>Experience of working to financial budgets.</p> <p>Experience using Microsoft Office.</p> <p>Experience developing and / or working to operational plans.</p>	Application form and interview	<p>Experience working in trusts and grants fundraising.</p> <p>Experience of developing and writing funding bids and managing associated administrative processes.</p> <p>Experience of researching and prospecting funders.</p> <p>Utilisation of CRM databases or a Trust Fundraising database.</p> <p>Experience of developing and delivering against financial budgets.</p> <p>Effective financial management, control and prioritisation of budgets.</p> <p>Experience developing and delivering on operational plans.</p> <p>Experience in analysing information to producing reports to inform decision making.</p> <p>Experience chairing or leading on meetings.</p> <p>Experience using Microsoft Excel to produce spreadsheets.</p> <p>Supervision or management experience.</p> <p>Experience working with volunteers.</p>	Application form and interview
Skills & Knowledge	<p>Excellent communication skills.</p> <p>Active listening skills.</p> <p>Exceptional attention to detail.</p> <p>Relationship building skills.</p> <p>Ability to work well under pressure, meet deadlines, and achieve outcomes.</p> <p>Numerical skills.</p>	Application form and interview	<p>Charity or Hospice sector knowledge.</p> <p>Outstanding writing skills.</p> <p>Ability to simplify complexity using effective communication skills.</p> <p>Ability to absorb large quantities of diverse information and identify the salient points with accuracy and speed.</p>	Application form and interview

Skills and Knowledge	<p>Report writing and presentation skills.</p> <p>Competent in use of ICT.</p> <p>Excellent organisational skills.</p> <p>Able to work using own initiative guided by established practices and operating procedures.</p> <p>Collaboration skills.</p> <p>Negotiating and influencing skills.</p>	Application form and interview	<p>Ability to manage key stakeholders effectively and at all levels of seniority.</p> <p>Well-developed numerical skills and financial acumen. Ability to develop and work with complex budgets.</p> <p>Knowledge and understanding of Charity Accounts and Annual Reports.</p> <p>Able to work using own initiative, working towards expected targets - guided by principals and broad occupational policies or external reference points.</p> <p>Knowledge of the Code of Fundraising Practice and GDPR.</p> <p>Ability to combine effective administration and organisational controls with a creative approach to increasing income.</p> <p>Ability to instigate and deliver ideas to achieve set goals.</p>	Application form and interview
Personal Attributes	<p>Able to evidence behaviour consistent with the Hospice values of professionalism, choice, integrity, respect, compassion and reputation.</p> <p>Strong organisational skills; able to work on multiple tasks and prioritise competing deadlines.</p> <p>Results driven. Strong attention to detail.</p> <p>Ability to work autonomously as well as part of a wider team.</p> <p>Able to handle information confidentially and act with discretion at all times.</p> <p>Solution-focussed.</p> <p>Resilient and able to work under pressure.</p>	Interview	<p>Able to work cross functionally and with various stakeholder groups.</p> <p>A strategic thinker.</p>	
Special Requirements	<p>There is a requirement to occasionally work outside of normal office hours. Ability for independent travel</p>	Application Form		

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Accessible Information

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



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St Cuthbert's Hospice, Durham is registered by the Charity Commission
as a Charitable Incorporated Organisation.
Charity Number: 519767 VAT Number: 997305770.
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