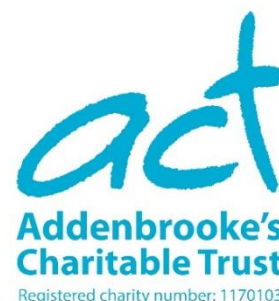


# Addenbrooke's Charitable Trust (ACT)



## JOB DESCRIPTION

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| <b>Job Title:</b>                      | Community Fundraiser & Volunteer Coordinator                     |
| <b>Hours:</b>                          | Full-time, 37.5 hours per week                                   |
| <b>Term:</b>                           | Permanent  |
| <b>Reports to:</b>                     | Community Fundraising Manager                                    |
| <b>Salary:</b>                         | £25,000 - £28,000 per annum (depending on skills and experience) |
| <b>Line Management Responsibility:</b> | None   |
| <b>Location:</b>                       | Cambridge (minimum of 2 days in the office)                      |

### a. Summary

Addenbrooke's Charitable Trust (ACT) is the independent charity that raises money and makes grants to improve the experience of patients and their families at Addenbrooke's and the Rosie Hospitals in Cambridge. We invest in projects that enable the hospital to treat more patients, transform NHS care, drive innovation through technology, research, and the latest equipment to speed up treatment and recovery – or simply to give patients a bit of normality with less fear and anxiety while they are in hospital.

We are looking for a highly motivated person with excellent communications skills who recognises the value of volunteering – both to the organisation and the individual. Who can build a team of committed and engaged volunteers to support ACT's fundraising and generate income through volunteer activities. You will bring your experience of establishing positive relationships, as well as your knowledge of volunteering best practice, to create a programme that appeals to people who want to support Addenbrooke's Hospital. We want you to make our volunteers feel fulfilled, engaged, and proud to be a part of our team.

We currently have a variety of volunteer roles including Fundraising Volunteers, Information Hub Volunteers (who support our Charity Hubs around the hospitals), and event volunteers. We would like to grow our volunteer roles and introduce official ACT Fundraising groups across The East of England to our portfolio. We have some ambitious plans and targets for our charity over the next five years – and volunteers play a huge part of that vision.

We want to grow our community of supporters at all levels, right across our region.

To make ACT the charity of choice for fundraisers, donors, and volunteers alike.

We know that successfully delivering our exciting new fundraising strategy is only possible with a strong team of engaged volunteers – and that is only possible if we have the right volunteer fundraiser in our team.

If successful, you will be working closely with colleagues to identify opportunities for volunteering across our events, assisting our fundraisers out in the community, setting up

fundraising committees, and sourcing income generation opportunities at local community events. You will also be responsible for growing our pool of volunteers allowing us to have a presence across the hospital, promoting the work and impact of the charity. You will also be responsible for co-ordinating our exciting new Hubs within the Hospital programme—ensuring that they are adequately staffed by excellent volunteers, highly trained, and that we are providing an excellent patient experience at these crucial front of house opportunities.

If this sounds like something you would like to be involved in, we cannot wait to meet you!

## **b. Role**

- Create a range of engaging and fulfilling volunteering opportunities that reflect the needs of the organisation whilst generating income
- Create and develop fundraising committees across the 6 East of England counties (Hertfordshire, Essex, Bedfordshire, Cambridgeshire, Norfolk, and Suffolk)
- Identify volunteer fundraising opportunities such as bucket collections and information stand's at annual community events.
- Work alongside Head of HR to develop and implement a volunteer recruitment strategy that delivers an extensive and diverse range of volunteers to ensure the operational needs of the organisation are met.
- Deliver volunteer induction and training alongside Head of HR, which ensures all volunteers can fulfil their potential and complete their roles effectively and safely, as well as ensuring all volunteers have a rewarding experience.
- Ensure all volunteers feel welcomed and part of ACT and go on to talk positively about volunteering for the organisation.
- Ensure we communicate effectively with our volunteers and that we deliver engaging and inspiring communications to them.
- To champion volunteering internally within the hospital, and externally within local communities.
- Analyse data that demonstrates the impact volunteers have across the charity including income generation as well as cost savings.
- To grow the existing relationship with the Cambridge University Hospitals' (CUH) volunteer team.
- Be aware of key external volunteer events, with the aim to recruit new volunteers and increase awareness of the charity.
- Coordinate the new ACT Hubs within the Hospital, ensuring they are adequately covered by volunteers throughout the week – particularly at key times – and that appropriate volunteers are recruited and trained to provide an excellent customer experience for this important front of house role.

- Deliver volunteer and supporter Thank you events.
- To collect data on how the Hubs are making a difference, the volunteer feedback and how the public are engaging with the Hubs and the volunteers – and to collaborate with colleagues in our Communications team and Donor Care to develop our approach to these Hubs over time.

### **c. Corporate Responsibilities**

- Adhere to the Fundraising Regulator's Code of Practice, as well as adhering to ACT's own policies, complying with data protection regulations, and maintaining confidentiality.
- Record accurate data in our Donorfy CRM regarding all relationships (whether internal and external to the hospital).
- To produce and maintain project plans as required and to ensure regular and timely communication of progress to key stakeholders.
- Using data, produce regular reports, KPI measurements, and analysis to demonstrate performance and identify opportunities.
- To always comply with ACT's policies and procedures as set out in the ACT Staff Handbook and Standing Financial Instructions.
- To participate in team meetings, fundraising team meetings, all staff team meetings, Trustee meetings, and committee meetings as required, and the corporate planning cycle and any corporate development activities and initiatives as may be identified from time to time.
- Any other reasonable task as may be identified as necessary

*The job description outlines the duties required of this post to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility outlined*

### **APPLICATION PROCESS**

Please send your CV and a covering letter explaining why you are a good fit for the role to [hr@act4addenbrookes.org.uk](mailto:hr@act4addenbrookes.org.uk)

**The closing date for applications is Sunday, 22<sup>nd</sup> October 2023, however we reserve the right to close this vacancy once a sufficient number of applications have been received or a successful candidate is found.**

**Addenbrooke's Charitable Trust is an equal opportunities employer actively working towards a diverse workforce. We therefore positively encourage applications, regardless of age, race, religion & belief, gender, gender reassignment, sexual orientation, marriage & civil partnership, pregnancy & maternity, or disability.**

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## Person Specification – Community Fundraiser & Volunteer Coordinator

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|---|---|
| <p><b>Essential</b></p>                 | <ul style="list-style-type: none"> <li>✓ Experience of building &amp; maintaining ongoing relationships with all stakeholders</li> <li>✓ Good level of competency in Word, Excel, PowerPoint, and relational databases.</li> <li>✓ Confident and competent communicator both verbal and written.</li> <li>✓ Ability to work independently and manage multiple priorities, escalating issues and seeking help where appropriate.</li> <li>✓ Experience of working in a busy environment.</li> <li>✓ Excellent administrative skills – with a good eye for detail.</li> <li>✓ A keen interest in fundraising.</li> <li>✓ Independent, organised, resilient, and creative!</li> <li>✓ Knowledge of volunteering best practice</li> <li>✓ Ability to engage with a broad range of stakeholders and audiences.</li> <li>✓ Ability to manage the strategic and operational needs of the organisation alongside the needs of the volunteers</li> </ul> |
| <p><b>Desirable – not essential</b></p> | <ul style="list-style-type: none"> <li>✓ Experience of managing supporter events and volunteers</li> <li>✓ Experience of using a CRM database</li> <li>✓ Experience of working in a customer focussed environment.</li> <li>✓ Experience of collating and presenting data that demonstrates the impact of volunteering</li> </ul>   |



## ADDENBROOKE'S CHARITABLE TRUST

### CURRENT EMPLOYEE BENEFITS

- Pension Scheme
- Group Life Assurance @ 4 x Salary
- Enhanced Maternity and Paternity Pay
- Annual Eye Tests + £65 (towards Computer Use Glasses)
- Leisure Centre on site
- NHS Discount Schemes
- Health Cash Plan - Medicash
- Employee Assistance Programmes
  - Health Assured
  - WeCare
  - Medicash
- 25 days of Annual Leave + Bank Holidays
  - Annual Leave increases by one day each year after 2 years' service up to 29 days
- Your Birthday off
- Cycle 2 Work Scheme