



St Ann's Hospice

every day makes a difference

Working for St Ann's

We're proud to care
We're proud to work together
We're proud to make a difference



At St Ann's, there's one thing that motivates us, and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care and to ensure St Ann's is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference.

All of our team members will role model our core values...

People matter

People are at the centre of everything we do. We treat each other, and ourselves, with kindness and compassion. We value and celebrate diversity; recognising everyone as an individual.



Brave and bold

We want to grow for the future, not settle. We're not afraid to do things differently, get creative, challenge ourselves and the status quo. We're ambitious in our aims, accountable for our actions and learn from our experiences and successes.



Lead and learn

We're experts in what we do, and we don't stop there. We're always learning; informing and shaping the sectors we're in through education, training and research. We lead by example; sharing best practice, advancing in our fields and pioneering new approaches.



Together we are stronger

Together, we're stronger and have a bigger impact than we could have alone. As a charity, we work in collaboration with supporters, partners and the communities around us. We think beyond traditional boundaries to make sure we're here for our communities for years to come.



Job Role Profile

Capital Campaign Administrator

(bank)

Salary

Band 3 (£11.74 per hour)
Competency Based Framework

Location

Cross-Site, primarily Heald Green

Responsible to

Head of Fundraising and Capital Campaign

Core Purpose

To contribute to the income generation of the hospice by supporting the Head of Fundraising and the wider capital campaign with administration and practical support.

**Head of Fundraising &
Capital Campaign**



**Capital Campaign
Administrator**

Job summary

St Ann's Hospice has a vision to build a world class hospice in Heald Green. To date over £3M has been raised for the appeal with a further £2.5M to be raised.

As the Campaign grows and a number of events/activities are being planned for 2024/25, a bank administrator is required to support the Head of Fundraising and Capital Campaign and the wider capital fundraising team.

We are looking for an enthusiastic administrator support the Capital Campaign through the delivery of administrative duties, excellent supporter care and stakeholder stewardship.

You'll have an eye for detail, maintaining accurate records for events and other fundraising activities, writing and distributing meeting minutes, scheduling appointments with key stakeholders following fundraising processes and managing the distribution of fundraising support materials for the campaign as required.

You'll be an ambassador for fundraising & communications, building strong relationships with clinical staff across the hospice.

You'll assist at our campaign events and be part of a vibrant fundraising team dedicated to making a difference to the lives of people living with terminal illness.

You'll be at the heart of our fundraising success, helping to ensure that the funds needed to secure a new hospice for the people of Greater Manchester is delivered.

Your work will enable the Hospice to provide world class care.

Responsibilities

The Capital Campaign Administrator will:

- ✓ Support the Head of Fundraising and capital team to help deploy fundraising initiatives and campaigns on time
- ✓ Provide administration support for events and fundraising activity throughout the remainder of the capital campaign period.
- ✓ Liaise with stakeholders to arrange meetings and visits both on site at the hospice and externally.
- ✓ Support the Head of Fundraising at meetings with writing and distribution of minutes and other resources.
- ✓ Respond to enquiries on time (by phone, electronically or in person) about the campaign ensuring that enquiries are dealt with appropriately
- ✓ Update and maintain donor records on the CRM database, including financial information ensuring this is within the data protection guidelines
- ✓ Acknowledge and thank supporters as requested by the head of fundraising and capital campaign.
- ✓ Liaise with and direct a team of volunteers as required at events or other fundraising activities.
- ✓ Work with supporters to provide support materials and advice/information for fundraising events and liaise with them at agreed times.
- ✓ Liaise with the communication team and wider hospice departments as required for the smooth running of events or activity.
- ✓ Meet with visitors to the hospice receiving donations in a respectful and professional manner.
- ✓ Meet deadlines as agreed with their line manager.
- ✓ Carry out other duties as may be reasonably requested by the Head of Fundraising

Requirements

The Capital Campaign administrator will:

- ✓ Be educated to A-Level or equivalent experience
- ✓ Have experience of working or volunteering in a fundraising or events environment
- ✓ Attend and participate in team meetings as and when required
- ✓ Be experienced in represent and organisation at external events
- ✓ Show evidence of maintaining good relations with colleagues and external partners and act in accordance with the charity's code of conduct
- ✓ Be aware of and ensure all records are held in compliance with the Data Protection Act, Fundraising Regulator guidelines and St Ann's internal policies
- ✓ Have demonstrable excellent customer service skills.
- ✓ Be organised and have the ability to work with their own initiative and in a collaboration with other colleagues

Terms and conditions for the Fundraising & Communications Support

Contract

Bank Contract. The Campaign will run until the Summer of 2025.

Work Pattern

Flexible dependent on the needs of the campaign. Up to 37.5 hours per week at peak times.

Location

Primarily Heald Green with occasional travel to our Little Hulton Hospice Site.

Free Parking

Free parking at our Heald Green, Little Hulton sites

Holiday

Bank staff entitled to 5.6 weeks' holiday per year, including bank holidays. Entitlement is calculated on a pro rata basis depending on the number of hours worked. This is calculated as a weekly average over the previous 52 weeks, discounting any weeks in which no remuneration is received, up to a maximum of 104 weeks.

Pension

Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contribution's into the scheme in the previous 12 months).

Health Cash Plan

We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.

Employee Assistance Programme

Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.

Probation

Six months.

Notice

1 week.



St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

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