

**JOB DESCRIPTION**

**JOB TITLE**: **Supporter Engagement Co-Ordinator (Cash Generation)**

**BASE: LOROS Hospice**

**RESPONSIBLE TO:** **Supporter Engagement Officer (Individuals & Initiatives)**

**HOURS OF WORK:** **37.5 hours per week worked flexibly**  
(Initially 12–18-month fixed term)

**JOB SUMMARY:**

As Supporter Engagement Coordinator, you will play a crucial role in generating funds via the support of individuals and organisations across Leicester, Leicestershire and Rutland.

As the first point of contact for individuals and venues wanting to support LOROS, you will give our supporters a fantastic experience through excellent supporter care, expert advice and the development and sustaining of meaningful relationships.

**SPECIFIC DUTIES & RESPONSIBILITIES:**

Be the main contact for individual supporters undertaking LOROS Cash Generations activity; including providing advice, equipment and materials to volunteers and venues.

Lead on LOROS’ annual Bag Packing and Public Collections initiatives across the region. This will include securing venues, recruitment and deployment of volunteers, and ensuring safe cash handling procedures. A keen interest in data analysis is also key for this role, collating information to manage the success and growth of this initiative.

Lead on the management and growth of income through Countertop Collection Units (CCUs) across the community. Recruiting and stewarding volunteers to enable them to do this successfully by following correct procedures and supporting where necessary.

Manage the deployment of LOROS’ suit of contactless donation devices across all income generation streams.

Work as part of the wider team to help grow our supporter base through the development and implementation of new and existing community campaigns and initiatives.

Support in the identification and development of new strong and compelling fundraising initiatives and campaigns to further fundraising reach across the region.

**Recruitment and Stewardship of Supporters**

Engage, inspire and encourage repeat involvement from our supporters by providing excellent stewardship, on-going support and motivation to a network of fundraisers including individuals, groups and organisations.

Recruit, manage and develop excellent working relationships with teams of volunteers before and during key fundraising projects. Ensuring they are briefed, safe and well stewarded.

Manage and grow our team of volunteer leaders to enable them to successfully run fundraising sessions alone by providing them with the correct equipment, so they can follow the right processes and procedures.

Work with the Supporter Engagement Coordinator (Partnerships) to find placements for and steward corporate supporters wishing to support Bag Packing and Public Collection initiatives.

Deliver hospice tours and talks to encourage support and adoption of LOROS as a chosen charity.

**Planning, Reporting and Communication**

Support the development of project plans and budgets for each activity to include detailed project delivery schedules, risk assessments, promotional plans and post activity analysis.

Monitor and evaluate events to ensure our limited resources are used to the best effect and that income is maximised.

Maintain high standards of data capture by ensuring data entered on CRM systems are accurate and timely, in accordance with the team's requirements so that the database is correct and up to date and supporter communications are sent on time and adhering to GDPR legislation.

**Collaboration and Wider Organisation**

Be jointly responsible for the achievement of set fundraising targets for the Supporter Engagement Team, the wider Fundraising department and the Income Generation directorate.

To proactively support the wider team with managing cover, including the office and Fundraising Inboxes; in order to help provide the highest levels of service to our supporters in the face of organisational challenges and fluctuating workloads.

Work with the Marketing & Comms team to use local media, the charity website and social media to promote and acknowledge specific fundraising achievements.

Play an active role in the Volunteer Operational Group, working collaboratively across the organisation and growing our volunteer support.

Build relationships with LOROS’ Lottery and Enterprise divisions, supporting their initiatives and attending frequent meetings to ensure effective collaboration.

Work with LOROS’ clinical services, hospice staff and volunteers to increase awareness of and support for LOROS’ fundraising and legacy activities.

Promote and sustain an EDI-led approach to fundraising; in order to work compassionately and collaboratively with all areas of the community within Leicester, Leicestershire and Rutland.

Work closely with the appropriate team members to effectively utilise LOROS ambassadors at fundraising events (fundraising days, event stalls, cheque presentations, fundraising collections etc) across Leicester, Leicestershire and Rutland; and attend personally if this is not possible. This will involve evening and weekend working where necessary.

**Other Duties & Responsibilities**

Manage workload efficiently and effectively utilising LOROS’ flexible working policy in order to keep TOIL to a minimum and ensure a good work/life balance.

Take responsibility for cash management at relevant fundraising activities, ensuring flawless treatment of supporter funds.

Actively promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering to LOROS’ policies on safeguarding.

Uphold ethical and professional standards and not behave in a manner that is likely to bring the charity into disrepute.

Participate in general office/team management as required; including arranging meetings and take minutes, checking and actioning the Fundraising email inbox, answering telephone calls, handling general fundraising enquiries and correspondence for the department, and attending the main hospice reception or onto the ward and deal with donations.

Provide event support and help at LOROS events. This will require working outside of contracted hours.

Maintain a focus on continual improvement both individually and across the team; by identifying, undertaking and feeding back learning opportunities as they arise.

**GENERAL**

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

All staff should be aware of and aim to contribute to LOROS’ Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

**The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.**

Signed………………………………………………………… Date…………………………………………

**Postholder**

Signed……………………………………………………….. Date ………………………………………..

**Line Manager**



