



*Being there for you
and your family*

JOB DESCRIPTION

JOB TITLE: **Community Engagement Co-ordinator (Individuals)**

RESPONSIBLE TO: **Community Engagement Lead**

HOURS OF WORK: **24 hours per week, worked flexibly**

LOCATION: **LOROS Hospice, Groby Road, Leicester**

JOB SUMMARY:

As a Community Engagement Co-ordinator, you will play a vital role in generating income across Leicester, Leicestershire and Rutland by supporting and inspiring individual fundraisers within the community. Working as part of the Community Engagement Team, you will ensure every supporter enjoys an exceptional and memorable experience when choosing to fundraise for LOROS.

You will proactively build, strengthen and nurture meaningful one-to-one relationships, helping supporters feel valued, informed and connected to the impact of their fundraising. This includes working closely with individuals who wish to host their own events within their local community—providing personalised advice, logistical guidance and practical resources to help them plan, promote and deliver successful fundraising activities with confidence. Providing encouragement to help bring supporters ideas to fruition and ensure their activities are safe, successful and aligned with LOROS' values.

A key part of your role will be maintaining a strong, positive presence within the local community. Through tailored stewardship, clear communication and creative donor engagement, you will motivate supporters and celebrate their achievements, ensuring they feel confident and supported at every stage.

By delivering a consistently high standard of supporter care, you will uphold LOROS' excellent reputation in the community and encourage long-lasting relationships, inspiring individuals to support the charity time and time again.

SPECIFIC DUTIES & RESPONSIBILITIES:

Supporter Recruitment, Stewardship and Fundraising

- Provide excellent supporter care and stewardship to enquiries from members of the public; via phone, email, mail and in person; encouraging their on-going support, helping to motivate a network of fundraisers for LOROS within Leicester Leicestershire and Rutland.
- Process requests from supporters for equipment, collateral/ information and fundraising materials.
- Support individuals who wish to set up online fundraising pages and provide guidance on digital storytelling and social media promotion in line with the brand guidelines.

- Coordinate a thank-you processes to follow a stewardship journey; including personalised letters, certificates, acknowledgements and in-person appreciation.
- Encourage and support creative fundraising ideas by providing expert advice and guidance, including fundraising tips, best practice, charity law and the Fundraising Code of Practice, helping supporters turn concepts into safe, effective and engaging activities.
- Build strong relationships with individuals in the community, offering guidance and support for fundraising activities of all sizes—from intimate, individual-led initiatives to larger community events designed to bring people together and deliver significant support.
- Maintain a visible presence in the community by managing structured community engagement appearances and to raise awareness and grow new fundraising opportunities.
- Integrate community engagement activity with bag packing and bucket collecting sessions to maximise awareness in the community and income opportunities, maintaining key retail partnerships.
- Develop relationships with community led partnerships in the local area, to include work with supermarkets building connections locally whilst seeking opportunities for cash collections and sharing contacts with the wider team.
- Lead on requests from supporters for gift cards, working in collaboration with the Regular Giving Team.
- Using our CRM, proactively contact potential individuals via telephone calls, emails, letter and social media networks where appropriate to encourage fundraising activity to support LOROS.
- As agreed with the Community Engagement Lead, continue to grow, research and plan activities for individuals and community corporates to engage with across the Hospice, liaising with key internal colleagues to facilitate effective planning.
- Encouraged to proactively research opportunities, follow sector trends, and adapt and implement these into innovative fundraising and engagement initiatives.
- Lead and develop annual campaigns to generate income and long-term support, using data to drive decisions.
- Confidently showcase LOROS' services by delivering Hospice tours in a range of formal and informal settings, in addition to talks and presentations onsite and offsite to encourage adoption of and showcasing LOROS to a wide audience.
- Act as a key link for Income Generation between teams across the organisation, sensitively promoting LOROS income streams where appropriate to support the charity's sustainability.
- Maintain a focus on building long-term relationships over short-term income, in line with the overall Income Generation and Fundraising strategies.

Planning, Reporting and Communication

- Maintain an active pipeline of potential fundraising opportunities in order to effectively manage and steward our portfolio of supporters.
- Monitor and evaluate fundraising activity in a timely manner, using data to ensure our resources are deployed effectively and income is maximised.
- Use the CRM system to maintain accurate, timely data, track and report supporter engagement and outcomes, share insights across the organisation, and evidence impact, ensuring compliance with GDPR.
- Represent the Fundraising team at internal meetings; communicating updates, sharing ideas and feedback, ensuring we are in line with organisational standards.
- Contribute to the events gallery on behalf of the Community Engagement team, ensuring supporters stories are shared in a timely fashion, whilst maintaining compliance and gaining supporters consent.
- Provide the appropriate amount of time to fully support our Fundraisers; tasks may include aspects of event planning, event marketing and attending community events, this will include frequent evening and weekend work.
- Support the management of, recruitment, training and supervision of volunteers who are providing administrative support to fundraising, particularly those offering support at community events, ensuring the correct processes are in place.
- Assist with the growth of opportunities of how volunteers can support Income Generation.

Collaboration and Wider Organisation

- Be jointly responsible for the achievement of set fundraising targets for the Community Engagement Team, the wider Fundraising department and the Income Generation directorate.
- Proactively identify individuals with long-term fundraising potential and develop personalised plans to deepen their engagement, working with the wider fundraising team creating a clear path for their supporter journey.
- Provide sensitive, compassionate support to individuals fundraising in memory of someone, including guidance around tribute pages and in-memory giving opportunities including the Tree of Life.
- To proactively support the wider team with managing cover of administrative tasks, such as office cover, phones 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, internal communications and social media to promote community events and acknowledge key fundraising achievements.
- Work alongside the Volunteering team to effectively utilise volunteers 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.

- Support with and help implement activities and processes associated to the overall strategy.
- Work with other organisations in the charity sector sharing best practice and building key relationships to support one another.
- Redirect and appropriately utilise donated goods from supporters, ensuring they are handled sensitively and used in the most effective way to support LOROS' fundraising and community initiatives.
- Build relationships with Regular Giving 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.
- Work effectively to utilise appropriate team members, LOROS ambassadors and volunteers to support fundraising events and to help manage TOIL.
- 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.

Other Duties and Responsibilities

- Provide assistance to the Community Engagement Lead and other members of the Community Engagement team where appropriate.
- Take responsibility for cash management at relevant fundraising activity, and ensuring flawless treatment of supporter funds following our cash handling policy.
- 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.
- 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.
- To 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.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse, or neglect, or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

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.

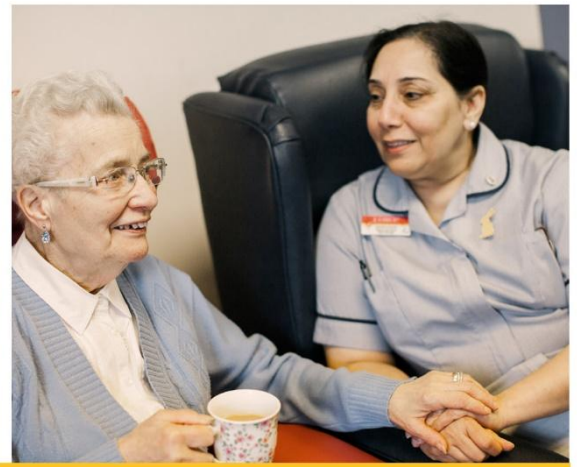
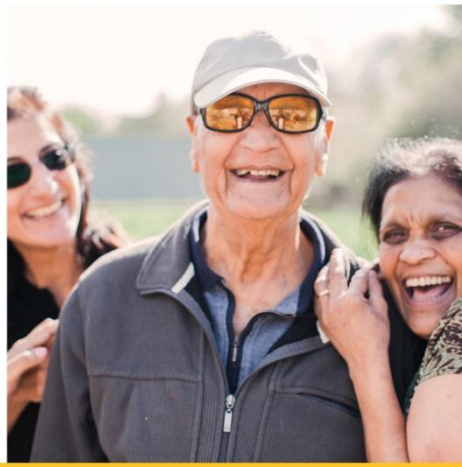
All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

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



Our vision and mission



Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.



Mission

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

loros.co.uk

Registered Charity No: 506120

Being there for *you*
and *your family*



Our values and behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

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