SELECTION CRITERIA

**POST:**  **Supporter Engagement Co-ordinator (Cash Generation)**

**DEPARTMENT: Fundraising Department**

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|  | **Essential Criteria** | **Desirable Criteria** | **How & When** |
| **Education / Qualification** | GCSE grade C or above or equivalent in Maths and English  Full UK driving license and access to a vehicle |  | Application Form  Certificates |
| **Skills / Abilities** | Able to effectively and enthusiastically communicate with a wide variety of people.  A self-starter who can work on their own initiative  The ability to prioritise effectively and simultaneously manage multiple deadlines  Able to confidently generate new relationships  Persuasive communication skills; both written and oral  Excellent telephone manner | Reporting & Data Analysis  Risk Assessments  Ability to discuss issues relating to our mission with confidence and sensitivity.  Able to confidently speak in front of people and deliver presentations | Application Form  Assessment Centre |
| **Experience** | Experience of proactively building positive working relationships with internal and external stakeholders  Experience of working in a public-facing role  Experience of managing a diverse workload and working to deadlines | Experience of working to targets  Experience of managing volunteers  Experience in working in a community environment  Experience in working in event planning experience or account management  Experience of income/fund generation  Personal experience of what good fundraising support looks like | Application Form  Assessment Centre |
| **Knowledge** | Proficient in Microsoft office packages including Word, Excel, Powerpoint and Outlook | Knowledge of Raisers Edge or other CRM system  Knowledge of the Fundraising Code of Practice  Current LOROS Fundraising Initiatives  Knowledge of Hospice catchment area | Application Form  Assessment Centre |