



THE ROYAL MARSDEN CANCER CHARITY

Volunteer and Community Fundraising Assistant

Job title Volunteer and Community Fundraising Assistant

Salary Competitive

Hours of work 37.5 per week

Directorate The Royal Marsden Cancer Charity

Accountable to Head of Community Fundraising

Responsible to Volunteer and Community Fundraising Executive

Location Sutton with travel to Chelsea

Liases with Volunteers, Volunteering Services, Community Fundraising, Individual Giving, Marketing, Communications, Digital, Finance and Data teams, supporters, RMH staff at all levels and third party suppliers.

1. Job Purpose

The Royal Marsden Cancer Charity raises money solely to support The Royal Marsden, a world-leading cancer centre. We ensure our nurses, doctors and research teams can provide the very best care and develop life-saving treatments, which are used across the UK and around the world.

From funding state-of-the-art equipment and ground-breaking research, to creating the very best patient environments, we will never stop looking for ways to improve the lives of people affected by cancer.

The Royal Marsden Cancer Charity has a three-year strategy that aims to significantly grow our income. Along with funding an existing world-class programme of research, treatment and care, we have also launched our largest ever capital appeal to build the Oak Cancer Centre that will provide radical new solutions for the research and treatment of cancer.

This role will focus on supporting community fundraising activity through our volunteer programme and being the first point of contact for supporter enquiries. It will also provide support on implementing effective administration processes across the Community Fundraising team to improve efficiency and supporter experience.

2. Key areas of responsibility

Volunteer support

- Work with the Volunteer Services team and the Volunteer and Community Fundraising Executive to identify and recruit volunteers.

Handle volunteer enquiries, including processing applications, carrying out volunteer interviews and inductions.
- Undertake day to day volunteer administration, including volunteer rotas and logging volunteer hours.
- Support the Charity volunteer stewardship programme, co-ordinating with the Volunteer and Community Fundraising Executive to ensure Charity volunteers are well managed and engaged.

Office support

- Act as the first point of contact, both on the telephone and in person, to supporters contacting the fundraising office, dealing with bereaved and distressed people in a professional manner.
- Process donations, ensuring procedures are followed and information is recorded correctly onto the database.
- General administrative duties such as inputting supporter information onto the database, note taking at meetings, and managing email inboxes when required.
- Manage stock levels of office materials and request new materials as required.
- Ensure Charity information displayed within the hospital is kept up to date.
- Support on daily trading activity, including stock counts, fulfilment, and shop replenishment.
- Support other members of the team as and when required.

General responsibilities

- Forge positive relationships across The Royal Marsden NHS Foundation Trust in order to ensure the success of Community Fundraising and the wider organisational goals.
- Ensure that supporter records are accurate and kept up to date and that all information relating to donors is produced and stored in line with General Data Protection Regulation and best practice.
- Constantly strive for value for money and greater efficiency; advising on the best use of available budget and contributing to the team's annual income and expenditure budget planning process.
- Undertake any other duties that are commensurate with the post as requested by the Line Manager.

3. Confidentiality and Data Protection

- 3.1 All employees of The Royal Marsden Cancer Charity must not, without prior permission, disclose any information regarding patients or staff (please also see the Charity's policy on Whistleblowing). In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable to dismissal.
- 3.2 All employees should comply with the Data Protection Act and the General Data Protection Regulation (GDPR) which comes in to effect from May 2018 and sets out requirements for how organisations will need to handle personal data.

4. Health and Safety

- 4.1 All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and the charities policies on health and safety.

5. Customer Service Excellence

- 5.1 All staff are required to support the Charity's commitment to developing and delivering excellent customer-focused service by treating patients, their families, donors, supporters, volunteers and staff with professionalism, respect and dignity.

6. Equality and Diversity Policy

- 6.1 The Royal Marsden Cancer Charity is committed to eliminating all forms of discrimination on the grounds of age, disability, gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex and sexual orientation.

7. No Smoking Policy

- 7.1 There is a no smoking policy at The Royal Marsden Cancer Charity.

8. Review of this Job description

- 8.1 This job description is intended as an outline of the general areas of activity. It will be amended in the light of the changing needs of the organisation.

9. Employee Specification

Candidates must be able to demonstrate	Essential or Desirable
Computer literate and competent with Microsoft products	E
Excellent organisation skills and attention to detail	E
Ability to build strong and effective working relationships and manage multiple stakeholders	E
Proactive approach to problem solving	E
Excellent communication and interpersonal skills, with the ability to work closely and effectively with staff at all levels	E
Able to work efficiently and effectively on a variety of tasks using own initiative and good judgement, prioritising to meet deadlines	E
Experience of using Raiser's Edge	D
An interest in cancer and health issues, with an understanding of NHS practices and procedures	D
Educated to degree level	D

The above attributes have been identified by management to be necessary for this post, and will be used when short listing applicants for interview.