

**Pendleside
Hospice**

Care, compassion and support



JOB VACANCY

Corporate Fundraiser

www.pendleside.org.uk

AWARDS & ACCREDITATIONS



Inspected and rated

Outstanding ★



**CareQuality
Commission**



PBA

PENDLE
BUSINESS
AWARDS

2024

**NOT FOR PROFIT
AWARD**

Employer of the Year 2022



**BURNLEY
BUSINESS
AWARDS 2022**

Corporate Fundraiser

37.5 hours per week
Annual Salary £35,737

Thank you for your interest in the post of Corporate Fundraiser at Pendleside Hospice, working as part of our Income Generation team. We hope you find all the information you need in this pack, to help you decide if you are the right person for this inspiring and exciting role.

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community. It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. This financial year it is expected that Pendleside's running costs will exceed £6.5 million and less than 20% of those costs will come from government funding. Due to the expansion of our retail operation and future planned growth we are looking for a dedicated individual with a proven track record of success to help us achieve our goals at this very exciting time.

We are lucky to have a fantastic income generation team with a brilliant track record of raising money through events, community activities, shops, lottery, legacies, individual giving and corporate donations.

This role will focus on the development and stewardship of corporate supporters to engage, educate, and enthuse them about the hospice and the support they can give.

The ideal candidate will have experience of working with corporate supporters. They will be able to ensure the provision of excellent supporter care to ensure long term commitment. They must also have excellent interpersonal and networking skills. But, importantly, we are also seeking someone who genuinely shares the vision and values of Pendleside Hospice and who will really thrive in this role, working within an amazing team of fundraisers.

At Pendleside Hospice, you will find a fantastic team spirit and a commitment to personal development and training. There are also a number of great employee benefits too.

This appointment is a crucial one for the Hospice and we want to be sure of finding the right person. If you wish to know more about the role you can email louisa.mayor@pendleside.org.uk or phone 01282 440155.

Thank you for your interest in Pendleside Hospice.

Louisa Mayor

Head of Income Generation

About Us

Our Mission

Pendleside Hospice exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

Our Vision

Every adult with advancing long term and life limiting illnesses, and those most important to them, within our community, will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

Philosophy of Care

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

Our Aim

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

We achieve this through the five pillars of Pendleside:

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care
- **Care delivery:** to reach out to as many people as possible who need our care
- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively
- **Sustainability:** services are sustainable in the changing external environment

Our Values

Our values underpin everything that we do:

Care

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect.

Compassion

We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services.

Support

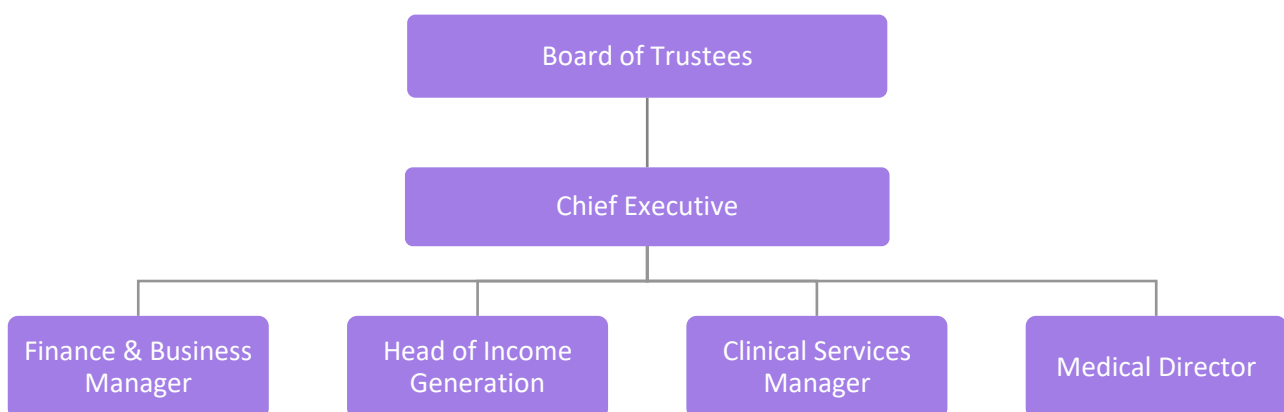
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

Our People

Pendleside is governed by a Trustee Board that takes overall responsibility for its work, and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities including this role.



Pendleside currently has 130 employees across the organisation, which equates to approximately 90 whole time equivalent (WTE). In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Healthcare Assistants.

Volunteers are an integral part of the Hospice Team with over 600 active volunteers, each one playing an invaluable role within either the Hospice and/or our local community.

Our Services

Pendleside cares for over 1500 people each year, across a number of services, including:

- Inpatient Unit
- Hospice at Home
- Health, Wellbeing and Rehabilitation
- Outpatients
- Family & Bereavement Support
- Spiritual Care and Psychological Support
- Complementary Therapy
- Meals on Wheels

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

Description of Hospice Services

- **Inpatient Unit** – Pendleside Hospice has a 10-bed inpatient unit for the short-term assessment of patients for symptom management, end of life care and rehabilitative for those with palliative care needs. The IPU provides care for patients residing in Burnley, Pendle and Rossendale.
- **Hospice at Home** – The service is one of the largest Hospice at Home services in the NW region, with a caseload of c. 120 patients and approx. 600 referrals per year. The team consists of specially trained Registered nurses and Health Care Assistants who provide palliative and end of life care to patients residing in Burnley and Pendle localities. Services include specialist Nursing assessment, emotional support, respite care, night sits and extended service (24hr care for patients in the last days of life who's preferred place of care is home). The H@H service is also the single point of access for the co-ordination of District Nurse fast track applications and co-ordination of Marie Curie and domiciliary care night sits.

- **Health, Wellbeing and Rehabilitation** – The multidisciplinary team provides support to patients with palliative and rehabilitative needs. Services are offered either within the community, as an outpatient or by attending group sessions within the Day Services unit. Groups include Living with Dementia, Breathlessness, Fatigue Management, Exercise sessions, creative therapies, peer support, specialist palliative sessions. Complementary Therapy treatments are also available for patients and their carers.
- **Family Support & Bereavement** – The Family Support team provide pre and post bereavement counselling to adults and Children residing in the Burnley and Pendle localities. Sessions are either individual or through specialist groups.
- **Consultant-led Medical Outpatient Clinics** – these are currently delivered twice a week by Palliative Care Consultants employed by East Lancashire Hospitals Trust

Job Description

Job Title: Corporate Fundraiser

Reports To: Head of Income Generation

- **Main Responsibilities:** To contribute to the fundraising function's purpose of maximising income from supporters and potential supporters by taking responsibility to carry out fundraising activity
- To be responsible for devising and implementing a successful programme of fundraising from the corporate sector ensuring that maximum potential income is generated from the local business community
- Work closely with supporters enabling them to reach and exceed their fundraising goals
- To work effectively with members of the income generation team and wider Hospice team to maximise income generation
- To recognise opportunities, nurture relationships and grow our corporate supporter base.

Core Tasks:

- Be an active member of the income generation team contributing to the development and implementation of operational plans and strategies
- Ensure income generation activities are aligned to the Hospice's mission, vision, values and are compliant with the necessary legal requirements, charity commission guidance and Code of Fundraising Practice
- To raise the Hospice profile in the business community throughout Burnley and Pendle developing and maintaining successful and sustainable partnerships with corporate supporters
- To manage relationships with Corporates before, during and after receipt of funds, maintaining high level of customer care
- Actively research ideas for income generation and sponsorship from corporate fundraising, including ideas for supporting businesses corporate social responsibility and monitoring of competitor activity; including preparing proposals with projected income and expenditure for assessment and agreement by the Head of Income Generation and Income Generation Sub-committee
- To be responsible for developing an innovative and forward thinking corporate fundraising strategy, with the agreement of the Head of Income Generation, in order to meet annual income generation targets from corporate fundraising and key performance indicators
- Build a portfolio of opportunities to maximise corporate support and establish long and lasting relationships
- To plan, implement and coordinate an annual Corporate Challenge event.
- Promote and manage a new corporate partners scheme with new, old and existing supporters.
- To develop and implement payroll giving across the Business Community
- To research, identify and approach HNW individuals with a view to securing Major Gifts
- To engage local businesses to adopt Pendleside as their Charity of the Year
- To ensure any corporate supporter groups work within the expected Hospice standards and they are upholding the Hospice messages and reputation
- Produce corporate fundraising materials as required, including a corporate fundraising resource pack
- Using face to face communications build long term relationships with the corporate sector, actively seek out opportunities to give presentations about the work of the Hospice and attend relevant networking opportunities to encourage support and promote the work of the Hospice

- To maintain and develop highly organised administrative systems and corporate fundraising database to maximise efficiency and take responsibility for all administrative work associated with the effective fulfilment of this role
 - Work closely with the Comms & Marketing Manager to regularly promote corporate fundraising on all of our communications platforms and to produce a corporate newsletter for our corporate supporters.
 - Provide comprehensive monthly reports to the Head of Income Generation providing an update on the performance of corporate fundraising
 - Be an active, supportive member of the wider Fundraising team, offering assistance and support where necessary.
 - Act as an ambassador for Pendleside Hospice, including but not confined to undertaking speaking engagements, cheque presentations, attending Hospice events, and conferences
 - Regularly attend business networking meetings and corporate fundraising events organised for the Hospice across Burnley and Pendle
 - To actively promote the hospice and it's activities on all social media channels especially the linked in platform.
- N.B. The last two bullet points will involve some out of hours working at evenings and weekends**
- Any other activities that may be needed to assist in achieving the organisation's goals.

Management and Leadership:

- Through one's own behaviour and leadership, promote positive relationships, collaboration and effective teamwork across the Hospice. Hold all staff in positive regard and foster a culture of respect and consideration between all members of Pendleside Hospice team
- To ensure continuous self-development, ensuring that you have the required skills and competence to undertake the job role
- To actively participate in regular departmental and team meetings contributing to plans for income generation
- Support the Head of Income generation in the recruitment and induction of new staff in accordance with HR legislation and Hospice policies and procedures
- Develop and negotiate robust contracts/agreements with contractors, suppliers in conjunction with the Head of Income Generation
- To work cross functionally to ensure that income generation activities are managed and developed in a way that maximises income generation

Governance and Risk Management:

- Develop, implement and maintain effective health and safety and risk management strategies across the Hospice and with specific regard to the responsibilities of the job role, including (but not exclusive to) events, challenges and campaigns.
- Actively support the vision, philosophies and core values of the Hospice
- Ensure that Hospice policies, procedures and standards are adhered to at all times with particular regard to those concerning income generation
- Work towards key performance indicators to ensure effective income generation and quality and compliance of service provision
- To support implementation of the Hospice Organisational Strategy and Business Plans

- Promote and manage high standards of information governance (IG) and ensure compliance with the NHS IG Toolkit standards (level 2) and new General Data Protection Regulation (GDPR) regulation

Personal and People Development:

- Undertake any training relevant to the role
- Complete mandatory training according to the Hospice training schedule
- Share knowledge and experience with other staff and volunteers to improve and enhance services provided. Encourage other staff to share good practice and knowledge
- Assist with the induction and training of new colleagues, volunteers and students on placement

Quality and Service Improvement:

- Promptly report any adverse incidents, accidents, near misses, and errors
- Maintain a working knowledge of safeguarding (children and adults)
- Support the Quality Assurance Manager in evidencing that services are safe, effective, responsive, well led and caring
- Participate in and undertake audits as required
- Work with management, trustees and other Hospice colleagues to ensure the professional and efficient operation of the Hospice

Health, Safety and Security:

- Identify risks as they arise, taking immediate remedial action as required and updating risk assessments regularly, with the support of appropriate colleagues.
- Recognise risk as covering all aspects of the Hospice, including patient welfare and care, facilities and estate and finances.
- Help to promote an environment that supports Health & Safety and infection prevention and control
- Control patient and visitor access to the Hospice building and clinical areas, ensuring security of the premises at all times

Governance:

- Ensure the effective utilisation of the Hospice's computer based patient record system
- Ensure that Hospice policies, procedures and standards are adhered to at all times with particular regard to those concerning confidentiality, information governance, health and safety and infection control

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role. It will be reviewed on an annual basis.

Job Specification

Attributes	Essential	Desirable	How assessed
Experience	<ul style="list-style-type: none"> • Relevant fundraising experience • Experience of working effectively in partnership with relevant stakeholders in a challenging and changing environment • Experience of developing risk management strategies • Experience of effective budget management • Experience of working effectively in a team • Successful project management experience • 	<ul style="list-style-type: none"> • Track record of working in a busy fundraising team • Experience of dealing with Gift Aid donations and online fundraising platforms • Experience of working with corporate supporters 	<ul style="list-style-type: none"> • Application form • Interview
Education, Qualifications & Training	<ul style="list-style-type: none"> • Good general standard of education to A level/ diploma level • Documented evidence of continuing professional development • Knowledge of current developments and regulation relating to income generation within the charity sector • 	<ul style="list-style-type: none"> • Management or leadership qualification • Qualification in fundraising 	<ul style="list-style-type: none"> • Application form • Interview • Application form • Registration with relevant regulatory body • Certificates • CPD file / portfolio
Practical & intellectual skills <i>(including any specialist knowledge)</i>	<ul style="list-style-type: none"> • Ability to develop effective working relationships internally and externally • Good communication, presentation, record keeping and organisational skills • Demonstrate an understanding of confidentiality and information governance • Good standard of Computer competency • Ability to make effective use of social media • Understanding of how to support corporates in fundraising • Strong analytical skills • Ability to manage staff and volunteers – assigning tasks, supporting and developing them 		<ul style="list-style-type: none"> • Application form • Interview

Disposition / attitude / adjustment	<ul style="list-style-type: none"> • Passion for ethos of the Hospice and demonstrate interest and enthusiasm for the vision of the organisation • Enthusiasm, open to new ideas, willing to try new approaches, creative • Ability to communicate constructively with a range of audiences, gaining rapport required to achieve best outcomes • Ability to organise and undertake a diverse workload with constantly shifting demands • An empowering style – valuing the contribution of others • Strong commitment to service excellence and continuous improvement • 		<ul style="list-style-type: none"> • Application form • Interview
Health & Physical	<ul style="list-style-type: none"> • Good attendance record • Ability to carry out moving and handling tasks relevant to job role • Ability to move and handle equipment • Energy, drive and resilience – ability to deliver under pressure • Ability to work at the computer for the majority of each shift 		<ul style="list-style-type: none"> • Interview • References • Employee health check
Circumstances	<ul style="list-style-type: none"> • Work shifts over five days Monday – Friday • Ability to work outside of normal working hours including weekends • Work flexibly according to the needs of the service • Full UK driving license and use of your own car 		<ul style="list-style-type: none"> • Application Form • Interview
Equal Opportunities	<ul style="list-style-type: none"> • To have an understanding of, and an ability to, promote and implement equal opportunities • Commitment to equal opportunity and social justice 		<ul style="list-style-type: none"> • Application Form • Interview

Main Benefits and Terms & Conditions

Annual leave: the annual leave entitlement for a 37.5 hour a week post is 262.5 hours (27 days plus 8 public holidays), pro-rated according to number of hours worked

DBS: appointment is subject to an enhanced disclosure and barring check

Childcare voucher scheme: Pendleside Hospice offers a childcare voucher scheme

Healthcare Scheme: all staff are eligible to access the Benenden Healthcare Scheme www.benenden.co.uk

Meals and drinks: all employees and volunteers at Pendleside Hospice can access subsidised meals if working over a mealtime and drinks

Notice period: 2 months

Parking: all employees and volunteers can park free at Pendleside Hospice

Pension: Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme. **Employees joining Pendleside Hospice from the NHS may continue with their NHS pension.**

Sick pay: if the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months service	Two months sick pay at half-pay
From 12 months service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

How to Apply

If you are interested in this position, please complete and submit the on line application form, either via the NHS Jobs website: www.jobs.nhs.uk or on Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.