



**Royal Star
& Garter**

Care with courage



Community Fundraiser – Central Services

Candidate information pack





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Welcome to Royal Star & Garter

Since I joined this amazing charity in July 2018, I have been humbled by the extraordinary courage that our residents show on a daily basis. They join us once they feel they are no longer able to manage living independently and we then have the privilege of ensuring they can live life to the full. Despite the challenges of Covid-19, we have continued to provide loving care to veterans and their partners living with disability and dementia. The teams in our three Homes are nothing short of exceptional, while colleagues in Central Services provide unrivalled support.

We have a small community team who nurture relationships with organisations and individuals to raise funds but also facilitate helping to keep our communities and Homes connected. This role will focus on the individuals who raise money through taking on challenges or events, and will lead the testing of new fundraising initiatives to attract more supporters while helping to build our donor base for long-term sustainability. It is ideal for someone with charity or not-for-profit experience, the appetite to take on new projects and who enjoys working directly with a range of different people.

We are also looking for someone who shares our values and wants to work as part of a team. Hybrid working is still in place and so your ability to work independently to achieve agreed goals and outcomes is also key. We also expect this person to be visiting our Homes regularly to support local relationships. If this is you, then we look forward to receiving your application. Thank you for your interest.

Caley Eldred
Director of Supporter Engagement

The role at a glance

Title: Community Fundraiser

Location: Hybrid working with the ability to work from Hampton and travel to other locations in High Wycombe, Solihull, Surbiton

Reports to: Partnerships Manager

Hours: 35 hours per week

Salary: £28,000 per annum

Contract: 2 year contract

More information: sophie.fanning-tichborne@starandgarter.org

Job description

- Purpose
1. To support the delivery of the community partnerships strategy, helping to drive income and build relationships with a specific focus on individual fundraisers through challenges, in celebration and community events
 2. To lead on the delivery of new engagement initiatives to deliver income and attract new supporters working effectively to retain them
 3. To provide excellent levels of supporter care to current and potential new fundraisers and supporters to build and develop their relationships with Royal Star & Garter.

Fundraising

- To work closely with the Senior Community Fundraiser in delivering the targeted community partnerships activity and income with a focus on individual engagement
- To support and develop individual community fundraisers to raise income including challenge, in-celebration, and community events
- To provide the appropriate support to events local to, and in, our Homes in Surbiton, High Wycombe and Solihull, attending those as required (potentially on weekends and evenings)
- To support the delivery of our new fundraising initiatives delivering the required supporter care including communications, materials and financial reconciliation with a focus on digitally delivered processes
- Nurture and retain new relationships with our community fundraisers, with the aim of both maximising the funds they raise and building their engagement to ensure continued support
- To provide excellent levels of supporter care to each individual undertaking fundraising

Administration

- To distribute the required communications, materials and resources to the Homes and individuals in the community to support fundraising and challenge events
- To centrally manage the thanking and banking processes for associated community fundraisers
- Supporting or leading the coordination of aforementioned community events including logistics, communication, and post event wrap up
- To track fundraising activity and provide appropriate analysis
- To support the set-up of individual fundraisers online fundraising pages (on JustGiving, etc) and to track progress of their income against targets
- To maintain & promote the keeping of accurate records in all aspects of the role (including prospecting and pipelines) fully utilising the functions of our CRM system – Raisers Edge.

To apply

Send your CV and a covering letter (no more than 2 sides) outlining how you meet the person specification and what you will bring to our team to usha.nair@starandgarter.org

Job description - continued

Communication

- Provide supporters with professional and appropriate levels of (written and verbal) communication, including attending local events and visits
- To plan and create digital content to promote fundraising challenges, events and initiatives, working closely with the Digital Team
- Where appropriate, to promote fundraising initiatives within our Homes
- To work effectively with colleagues across the Fundraising & Marketing department and wider organisation including Finance and the Homes.

Other

- To act as a representative of Royal Star & Garter at events and activities where appropriate, this will involve some out of office working
- To be aware of relevant fundraising and GDPR legislation implementing these as directed
- To support the wider Partnerships Team with above shared processes as needed
- To undertake other duties as may be required and which are consistent with the nature of this role.

We anticipate this role will be hybrid working with one day a week (or more if preferred) in our Hampton office, one day a week in one of our Homes (in High Wycombe, Solihull and Surbiton) and working from home for the remaining time, with the flexibility to change this pattern as required by events/initiatives.

For an informal conversation on the role please contact the Partnerships Manager, Sophie Fanning-Tichborne, on 07831 637 019 or email Sophie.fanning-tichborne@starandgarter.org

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Person specification



Knowledge and experience:

- Experience of providing good donor care in a charity setting
- Some experience of planning, taking part in, or helping, at events
- Able to work on own initiative and as part of a team
- Experience of using a customer relationship (CRM) database
- Knowledge of how fundraising events work, ideally within the local community

Skills:

- Good communication skills particularly on the phone and over email
- Demonstrable experience of effective administration skills
- Ability to plan and prioritise daily workload delivering to a high standard and to meet agreed deadlines
- Good IT skills including Word, Excel, PowerPoint & use of a CRM

Other:

- The ability to travel to Hampton, Surbiton, High Wycombe and Solihull regularly
- Be willing to work flexibly including some evenings and weekends. Time off will be agreed to cover this

Personal characteristics should include:

- A passion for the work of Royal Star & Garter
- A self-starter with the energy and personal drive to develop
- A positive upbeat attitude
- Reliable and professional manner
- An enthusiasm and commitment to our values



Mandatory requirements

- The successful candidate must be Covid-19 double vaccinated in line with the amendment to the Care Act
- Role is subject to an enhanced DBS check prior to employment commencing

Our values



With love



We carry out our work with love, care and compassion.

Living positively



We are optimistic in everything we do, supporting veterans and their partners in leading happy, fulfilled lives.

As a family



We work and live as one team, one family, one community.

Standing in their shoes



We show admiration and respect for people and never forget what they have done.

Take courage



We are not afraid to do what is right and what is needed.

Offer



Although we are a charity we offer a generous package

- Salary of £28,000
- 35 hours per week, 2 year fixed contract
- 25 days holiday per annum plus bank holidays (pro-rata for part-time)
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- 2 months full occupational sick pay, 1 month half pay before statutory sick pay
- Access to appropriate professional bodies and payment of membership fees after 6 months of employment
- Learning and Development – fully funded opportunities to support you in your role



About us

Our mission

Royal Star & Garter was founded in 1916 to care for the severely injured young men returning from the battlegrounds of the First World War. Today, our mission is to provide an outstanding range of quality care and therapies to veterans and their partners living with disability or dementia.

Our care

We provide loving care for veterans and their partners who live with disability or dementia in three state-of-the-art Homes, ensuring they are respected as individuals. We meet their needs in an appropriate, personalised and compassionate way and this is supported by highly skilled and motivated staff. We constantly evolve our services and innovate our care to meet present and future need and this now includes younger veterans, a day care service and plans for an outreach project later this year.



About us

Our future

Today, we run three Homes where we deliver an unparalleled level of specialist nursing care for veterans and their partners, including award-winning dementia care. We are developing our services to provide day care across all three Homes, an outreach service and care for younger veterans.

Our knowledge

We have over 100 years' experience in providing pioneering nursing and therapeutic care to veterans living with disability and dementia. We are committed to sharing our knowledge and skills with other organisations to promote better care for all veterans and older people. We partner with health care, military and academic organisations for the benefit of our local communities.

Sharing our experience

We are passionate about innovation in our care to improve the lives of veterans and their partners and we are ideally placed to provide training. Our Homes offer military nursing student training and placements to Nursing Associate Trainees as part of an NHS pilot scheme.

Surbiton

With its stunning foyer and relaxed, spacious lounges, our Surbiton Home offers a warm, friendly welcome. Highly trained staff provide specialist nursing and dementia care in comfortable surroundings, where the focus is always on the individual.



High Wycombe

Our High Wycombe Home is our newest and has been designed for the comfort and well-being of our residents. Specialist nursing and dementia care is offered in a relaxed, homely environment, where residents can enjoy the many activities, share their day with friends or enjoy time in the spacious lounges and landscaped gardens.



Solihull

Our Solihull Home offers a warm welcome to residents and their families. The Home is rated 'Outstanding' by the Care Quality Commission in all five areas and staff provide specialist dementia and nursing care tailored to the needs and wishes of each individual. Every aspect of the Home has been designed with our residents' well-being in mind.

