



**Royal Star
& Garter**

Care with courage



Community Coordinator

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 to facilitate helping to keep our communities and Homes connected. This role will nurture the individuals who raise money by taking on challenges or events, as well as the testing of new fundraising initiatives to attract more supporters helping to build our donor base for long-term sustainability. It is an ideal role for someone with charity or not-for-profit experience and who enjoys working directly with a range of different people.

We are 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 Coordinator

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: 21 OR 28 hours per week

Salary: £28,000 PA pro rata



Job description

Purpose

Community fundraising is about developing and cherishing relationships by providing excellent support to those who chose to fundraise for us. Reporting into the Partnerships Manager this role supports generation of community income by coordinating our work with individuals - building relationships and encouraging individuals to fundraise through challenge events, celebration and community events.

Fundraising

- Key responsibilities
- To work closely with the Senior Community Fundraiser in delivering the targeted community partnerships activity and income with a focus on engaging individuals to increase the number of supporters.
 - To support on the delivery of new engagement initiatives to attract new supporters.
 - Provide effective stewardship in order to retain supporters, this will include fundraising administration such as: ensuring fundraisers are thanked and some financial reconciliation.
 - Supporting the coordination of community events and Home liaison with community events
 - Support the set-up of individual fundraisers online fundraising pages (on JustGiving, etc) and to track progress of their income against targets
 - Maintain & promote the keeping of accurate records fully utilising the functions of our CRM system which is Raisers Edge.
 - Distribute the required communications, materials and resources to the Homes and individuals in the community to support fundraising and challenge events.
 - Take every opportunity to build relationships with our Homes in Surbiton, High Wycombe and Solihull so that they fully understand the work of fundraising and help promote events and challenges. This will require you to provide appropriate support to events local to, and in, our Homes attending as required (occasionally on weekends and evenings).



Job description - continued

Communication

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

Other

- Act as a representative of Royal Star & Garter at events and activities where appropriate, this will involve some out of office working.
- Be aware of relevant fundraising and GDPR legislation implementing these as directed
- Support the wider Partnerships Team with above shared processes as needed
- 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 from home and visiting our homes on a regular basis (in High Wycombe, Solihull and Surbiton). There will need to be some flexibility to change your working 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

To apply

Send your CV and a covering letter (no more than 2 sides) outlining how you meet the person specification (including any paid or voluntary experience that you think might be relevant) and what you will bring to the role to

community@starandgarter.org

Person specification



- **Knowledge and experience:**

- Experience of providing good donor care in a charity or other service related 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, or have participated in a number of fundraising events so you know what it takes and have experienced donor care. For example this might have been organising a street party or running a marathon.

- **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 (expenses paid outside of regular working location)
- Be willing to work flexibly including occasional evenings and weekends to attend events. 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. Having a criminal record will not necessarily disqualify you from acquiring the post.

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 (pro rata for hours)
- 21 or 28 hours per week
- 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 relevant membership fees after 6 months of employment
- Learning and development – 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.

