

## **Volunteer Role Description**

### **Fundraising Boxes Administrator**

<b>Reports to:</b>	Events & Community Manager
<b>Accountable to:</b>	Head of Income
<b>Hours:</b>	Around 7 hours a week – can be split across two days.

#### **Overview**

We work with our community to lead, provide and influence excellent end-of-life care and support so that everyone affected by a life-limiting illness can access personalised care when and where they need it.

It costs £9million to provide and enable the provision of our care to patients and their family members in the local community of Swindon, Marlborough and North east Wiltshire.

#### **Role Summary**

Our business and household collection boxes bring in around £100,000 of income each year.

As a Fundraising Boxes volunteer, you will assist our Community Fundraiser by carrying out reactive level administrative tasks associated with our business and household collection boxes.

#### **Role responsibilities**

- Using Raiser's Edge, (our fundraising database), produce and mail out 'thank you' letters for individuals that have made box money donations.
- Produce and mail out the 'thank you' certificates for regular business box holders, through Raiser's Edge, as well as producing and mailing of annual 'thank you' certificates.
- Check the accuracy of information on the daily income batches against that on Raiser's Edge.
- Ensure all records of business and individual box holders as well as box collectors (and lists) are kept up to date by:
  - Monitoring incoming information received from box collectors and amending records accordingly e.g. if someone has died/moved house/no longer wants to hold a box the relevant notes will need to be amended.
  - Ensuring all new box holder details are recorded and linked to their area box collector, through monitoring sign-ups and information received from box holders.
- Carry out ad-hoc administrative and supportive tasks as requested by the Community Fundraiser.

#### **Personal responsibilities:**

- To undertake a structured induction to learn about the services Prospect Hospice provides, prior to becoming active in the role.
- To promote understanding and support of the values and philosophies of the organisation.
- To contribute ideas/suggestions to the development of the processes we have in place.

To adhere to Prospect Hospice’s confidentiality, health & safety and personal safety policies. (Training will be provided).

- To seek help or support when needed.
- To give at least 24 hours’ notice where possible if you will not be able to fulfil a commitment.
- To complete statutory and mandatory training as required.

Volunteers will be reimbursed for reasonable out-of-pocket expenses incurred upon completion of the appropriate claim form.

### Skills and Experiences

This role is available to anyone over the age of 18 and full training and induction will be provided

Criteria	Essential	Desirable
<b>Presentation/impact</b>	<ul style="list-style-type: none"> <li>• Welcoming, helpful demeanor</li> <li>• Professional approach</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Administrative skills</li> </ul>	
<b>Knowledge &amp; skills</b>	<ul style="list-style-type: none"> <li>• Good communication &amp; interpersonal skills e.g. Informative, inspirational,</li> <li>• Good organisational and administration skills</li> </ul>	
<b>Special aptitude</b>	<ul style="list-style-type: none"> <li>• Genuine care for others</li> <li>• Reliability and flexibility</li> <li>• Confidence and sensitivity</li> <li>• Ability to show genuine appreciation to supporter groups, and other volunteers</li> <li>• Commitment to the ethos and values of Prospect Hospice</li> </ul>	
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Flexible &amp; adaptable</li> <li>• Enthusiastic</li> <li>• Empathetic</li> <li>• Respectful of people from a wide range of community groups and backgrounds</li> </ul>	
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Available for around 7 hours per week.</li> </ul>	