|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | | | | | |
|  | | | | | | |
|  | **Job Title:** | **Fundraising Support Officer (Herefordshire)** | **Dept.:** | **Charity** |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **Essential** | **Evidence** |  |
| **A: EDUCATION**  **QUALIFICATIONS AND TRAINING**  Level of education, specific qualifications, specialised training, training requirements for the job) | * GCSEs/equivalent qualifications or relevant experience which demonstrates equivalent academic skills | Application Form  Certificates  Documents  Interview |
| **B: EXPERIENCE**  (Length, type and level of work-related experience) | * Experience of using IT packages including MS Office suite. * Experience of working in a customer-facing role. * Experience of communicating with a wide range of audiences. * Experience of successfully working independently and as part of a team * Experience of writing reports. | Application Form  Interview |
| **C: SKILLS**  **KNOWLEDE**  **ABILITIES**  (Range and level of skills, depth of knowledge required for the job) | * Good communication skills, both verbal and written including face-to-face, over the phone and via email/letters. * Able to act as an ambassador for the overall work of the charity * Able to work flexibly, sometimes outside of normal office hours * Good numeracy and literacy skills * Able to compile and deliver a Powerpoint presentation to an audience. * Able to talk and present to an audience. * Able to inspire others. | Application Form  Interview  References  CPD |
| **D: APTITUDES AND ATTRIBUTES** (Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales) | * Professional Appearance * Reliability and commitment * Well organised with excellent time management * Honesty and integrity * Self-motivated & enthusiastic * Punctual * Ability to multi-task * High professional standards * Attention to detail * People person who understands customer care | Application form  Interview  References |
| **E: OTHER JOB REQUIREMENTS**  (Physical/health requirements, specific requirements e.g. car owner/driver, full, clean, current UK Driving Licence) | * Passion and empathy for the cause * Full driving licence with no endorsements or acceptable endorsements * Car owner * Excellent attendance and time keeping * Team worker * Undertake full DBS/immigration/immunisations verification checks in line with MAAC policy and procedures. | Application form  Interview  reference |
|  | **F: PERSONAL QUALITIES AND VALUES** | * **RECEPTIVE –** we define success as **continuous improvement** and aim for **excellence** in our live-saving services and community projects. * **RESPECTFUL** – we are a community-based organisation with a **‘one team’** culture that embraces and encourages **honesty**. * **RESPONSIBLE** – we aim to create the best possible **future for everyone** and thrive to place **sustainability** at the heart of everything we do. * **RELEVANT** – we are **open** to new ideas and ways of working across our clinical and charity operations, providing total **transparency** to all stakeholders. * **RECOGNITION** – we **value our relationships** - with staff, supporters and the wider communities we serve - **working together** to achieve the best possible patient outcome. | Application form  Interview  reference |  |

**The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties**