



*St. Francis Hospice Dublin*

## **JOB DESCRIPTION**

**EVENTS CO-ORDINATOR / ANNUAL CAR DRAW**

**GRADE V**

**2 YEAR FIXED TERM CONTRACT**

**1 WTE – 35 HOURS**

**Job Reference: 2024 - 023**  
**Issue Date: April 2024**

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## 1. JOB PURPOSE

The philosophy of St. Francis Hospice is based on a multi-disciplinary approach. All staff, regardless of grade or discipline, are required to participate in this concept and to be sympathetic to and able to project the philosophy of St. Francis Hospice.

The Events Co-ordinator is a key position within the fundraising team. They will work alongside the Community Events Co-Ordinator to ensure that fundraising activity is implemented and facilitate the development of volunteer/supporter networks and community groups across the local area.

Specifically the Events Co-ordinator will be responsible for the management of the Annual Car Draw with the objective of raising capital and revenue funding for St. Francis Hospice in North Dublin city and county.

## 2. ACCOUNTABILITY

The position reports to and is accountable to the Head of Fundraising or other designated officers in all matters relating to the job.

## 3. KEY DIMENSIONS

Direct reporting to the Head of Fundraising.

Key relationships that will influence the success of the role: Multidisciplinary Team Members and Fundraising Team, Finance Team, reception and volunteers. Donors, local/corporate supporters, other Hospices fundraising team, and any relevant agencies/suppliers

## 4. OPERATING ENVIRONMENT

**Contractual Hours:** 35 hours per week – fulltime

**Hours of work:** The normal working hours are spread over 5 days. Monday to Friday between the hours of 8am – 6pm. Detailed of starting and finishing times, may vary in accordance with Hospice needs will be notified by your line manager. There will be times when you will be required to work outside of the normal office hours. E.g. Fundraising campaigns / Events

**Location:** This position is based in SFHD; however, SFHD operates across two sites: Raheny & Blanchardstown. In the interest of patient care and changing needs, candidates are required to be flexible and are obliged to carry out duties in any department or location of the Hospice or associated locations when required to do so by the Chief Executive Officer.

As St. Francis Hospice Dublin is an expanding service, the demands for services can change and it will be necessary to meet these changes through the organisation. In such circumstances, it may be necessary to review the work location for this post and, on behalf of the Board of Directors, the Leadership Team reserves the right to change the terms and conditions as necessary. However, notification will be given of any such changes.

**Garda Vetting:** The successful candidate will be required to satisfactorily complete the Garda Vetting process prior to a formal job offer being made.

**5. SALARY SCALES, ANNUAL LEAVE & PENSION SCHEME**

**Department of Health - Consolidated Salary Scale (1<sup>st</sup> October 2023) – 0566 Clerical Grade V**

|        |        |        |        |        |               |               |      |
|--------|--------|--------|--------|--------|---------------|---------------|------|
| 48,085 | 49,560 | 51,038 | 52,538 | 54,048 | <b>55,809</b> | <b>57,573</b> | LSIs |
|--------|--------|--------|--------|--------|---------------|---------------|------|

**Annual Leave:** 28 days per annum.

**Pension Scheme:**

SFHD will contribute 7% of the successful candidate's basic annual salary.

## 6. THE PERSON: QUALIFICATIONS, EXPERIENCE, KNOWLEDGE & COMPETENCIES

|                       | Essential   | Desirable   |
|-----------------------|---|---|
| <b>Qualifications</b> | <ul style="list-style-type: none"> <li>• Candidate must be educated to third level standard; ideally having post graduate qualifications in the area of fundraising, event management or marketing</li> </ul>   | <ul style="list-style-type: none"> <li>• social media course or equivalent.</li> </ul>  |
| <b>Experience</b>     | <ul style="list-style-type: none"> <li>• Experience in fundraising / event management or similar at a senior level.</li> <li>• Excellent computer skills particularly Microsoft Word / Excel and database experience (ideally fundraising databases).</li> <li>• High level of English language and numeracy skills.</li> <li>• Excellent interpersonal skills and proven written and verbal communication abilities.</li> <li>• Excellent organisational and administrative skills with the ability work under pressure and to deadlines.</li> <li>• A flexible and enthusiastic approach to work with a real determination to succeed. There will be a need to work flexibly in this post to accommodate evening and weekend work.</li> <li>• The ability to work on own initiative, prioritise and manage a number of issues simultaneously and demonstrate attention to detail.</li> <li>• The ability to work as part of a team, which includes staff and volunteers.</li> <li>• Have the ability to identify potential difficulties and formulate solutions.</li> </ul> | <ul style="list-style-type: none"> <li>• strong familiarity with all social media platforms and implementation of same throughout campaigns.</li> </ul> |
| <b>Other</b>          | <ul style="list-style-type: none"> <li>• Full driving license</li> </ul>  |   |

### CORE COMPETENCIES

- Excellent attention to detail.
- Display personal initiative, technical skills, values others' opinions, communicates clearly and concisely in a timely manner
- Forward thinking and actively takes responsibility for meeting internal and external customer needs to achieve customer satisfaction.

- Ability to build effective relationships at all levels within the organisation and with external stakeholders.
- Excellent communication & interpersonal skills, including persuasion, diplomacy, networking and negotiation.
- Understanding of ethical principles and the external fundraising environment.
- Ability to encourage, inspire and support others to deliver.
- Analytical, problem solving and decision making skills and ability to make decisions in challenging situations.
- Embrace change and strives to continually improve own practice
- Professional integrity and confidentiality.

## **7. OUTLINE OF JOB DUTIES AND RESPONSIBILITIES**

The successful candidate will support the Head of Fundraising and work alongside the Community Events Co-Ordinator and ensure that fundraising activity is implemented and managed locally to deliver targets in line with the St. Francis Hospice Fundraising Strategy. To achieve this the person appointed will support and facilitate the development of volunteer/supporter networks and community groups across the local area.

Specifically the person appointed is responsible for the co-ordination of Supporter Events and the management of the Annual Car Draw with the objective of raising capital and revenue funding for St. Francis Hospice in North Dublin City and County.

This role will be based in St. Francis Hospice Blanchardstown.

The role of Events Co-ordinator includes but is not limited to:

### **Supporter Events**

- Ensuring the successful completion of events run by members of the general public in the name of St. Francis Hospice.
- Ensuring that each event run in the name of St. Francis Hospice is cost effective and contributes towards delivering annual targets and plans.
- Ensuring that local fundraising events, activities and collections are run effectively and are well planned, marketed and supported.
- Ensure that all materials issued to event holders are recorded and returned to Fundraising post event.
- As directed, create mailing lists for events.
- Support representation St. Francis Hospice at fundraising events that may entail attending functions in the evening or at weekends.
- Support in developing the existing team of managers, staff and volunteers, who attend events on behalf of the Hospice, into a formalised team. Ensuring maximum attendance at events and consistency regarding the information delivered vis-à-vis the Hospice background and development plans.

- Working with fundraising groups and supporters to encourage and support people to fundraise for the Hospice, preferably on a consistent basis i.e. the conversion of one-off events into Annual Events (Golf Classic, Bridge Mornings, Pub Quizzes etc.).
- Responding to enquiries from the public, volunteers, fundraisers etc (by telephone, email, mail and in person) including responding to requests for information and sending out materials required for their event.
- Delivering talks and presentations to local organisations i.e. schools, rotary clubs, parishes, etc, to increase awareness of and support for St. Francis Hospice activities.
- Providing and facilitating supporters with ideas regarding how they can fundraise and work with St. Francis Hospice.
- Attending local, regional and national fundraising activities and events as required.

### **Annual Car Draw**

- Co-ordinate the Annual Car Draw that occurs between the months of October and January. Working closely with the Head of Fundraising, local volunteer support network and the Blanchardstown Centre the implementation of the Annual Car Draw will include but is not limited to:
  - Ensuring Lottery Licence is up to date
  - Liaising with Scrutineers
  - Liaising with local volunteer network for ticket sales
  - Liaising with the Blanchardstown Centre for tickets sales and car draw
  - Procurement and liaising with car provider
  - Design of Displays and Tickets
  - Promotion of ticket sales through online campaigns and all other media.
  - Tracking and recording of all tickets sales on excel for review by scrutineer
  - Liaising with Winners/Sponsors – prizes and promotion of same.
  - Acknowledge/Thank all associated with the Annual Car Draw

### **Customer Relations Management System – Specific to Event Management**

- Input event data including materials issued and update profiles on the CRM.
- Reporting and resolving issues with the Thankq provider and IT Department.
- Implementing new and improved ways to streamline events. (Template letters, attachments feedback)
- Ensure that GDPR compliance requirements are met at all times.
- Producing reports as requested from the CRM for Events.
- Acknowledge and respond to Facebook Fundraisers.
- Run donation reports from Facebook, IDonate, Just Giving, assign serial number and batch payments to CRM.
- Targeting prospect event holders through email platforms (mailchimp and management of same)

- Dealing with supporter queries and resolving same.
- Co-ordination of Acknowledgment letters for event holders.
- Liaising with accounts, identifying and allocating payments accordingly

### **Social Media/Website – Events**

In consultation with the Community Events Co-ordinator

- Ensure that all content is relevant, GDPR compliant, up to date supporting event activity and organizational mission through creative/attractive posts and video shorts.
- Input of content across all Social Media platforms for events such as announcement of event and cheque presentations.
- Respond and acknowledge Facebook fundraisers through the Give Panel.
- Monitor and respond to all messages, comments, and mentions relating to events.
- Create social media schedules as requested and when required.
- Maintain the highest quality standards on Social Media by maintaining a thorough a constant monitoring and response system to events and messages.
- Ensure the Events Section of the website is up to date and changed as required.
- Liaise with Google / Twitter / Facebook as appropriate in relation to activity advertising and to keep up to date re any upcoming changes.

### **Other**

- When necessary, undertaking training in all aspects of fundraising and providing assistance when needed for other areas of fundraising.
- Participating as a member on Hospice Committees as requested.
- Ensuring compliance with Hospice Health and Safety procedures.
- Participating in Hospice training and development programmes as required.
- Maintaining confidentiality at all times.
- Working in accordance with the ethos of St. Francis Hospice.
- To carry out any other reasonable duties, appropriate to the office, that may be required by the Fundraising Manager or Hospice Executive.

### **General**

- Comply with the Mission Statement, Ethos and Values of St. Francis Hospice Dublin.
- Contribute to and comply fully with the St. Francis Hospice Dublin Safety Statement including safe working practice as laid down by the Safety, Health and Welfare at work Act 2005 and any other relevant legislation.
- Comply with the St. Francis Hospice Dublin policies relating to confidentiality and ensure confidentiality in all matters of information obtained during the course of employment.
- Adhere to the Policies & Procedures of St. Francis Hospice Dublin at all times.
- Actively engage in continuous personal development and learning.
- Present and act in a professional manner at all the times.



The successful candidate will be required to update their knowledge and skills to fit the changing requirements of the post. Therefore, this Job Description is an outline of the current broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. It will be reviewed and updated in line with future needs.

The successful candidate will be required to maintain, enhance and develop their knowledge, skills and attitudes necessary to respond to a changing situation.

|                                 |   |
|---------------------------------|---|
| <b>Signature of Job Holder:</b> | <b>Signature of Line Manager or Designated Officer:</b> |
| <b>Job Title:</b>               | <b>Job Title:</b>                                       |
| <b>Date:</b>                    | <b>Date:</b>  |