



**Fundraising Support
Officer**
Information for Applicants



Contents

Welcome from our CEO

Background Information

Department Structure

The Role

Person Specification

What we do for you

How to apply



Welcome from our CEO

Dear Applicant,

Thank you for your interest in the post of **Fundraising Support Officer**.

I believe that in order to make the difference that we do, it is essential to recruit a team of high performing, dedicated staff. In this application pack you can find out more about what it takes to become a key part of the NICHS team.

Northern Ireland Chest, Heart and Stroke (NICHS) currently needs approximately £3M income per annum to operate, primarily its care and prevention services and to fund local research programmes.

As a voluntary sector organisation, one of the most important investments we make is in our people.

By embracing the world recognised Investors in People Standard, we have made a commitment to strive towards the very best in people management excellence and to make NICHS a great place to work. We have recently been awarded Investors in People GOLD accreditation. Only 17% of organisations achieve Gold and this accreditation demonstrates the incredible passion and dedication to our work that all of our staff share across the organisation.

We will appoint an individual who possess the skills and qualities that match our values. These values articulate those things that we genuinely believe in, and our Community Fundraiser will be a champion for these, and promote them in every aspect of what they do.

Our values are *Compassionate, Courageous, Considerate and Committed*.

For many, this values-driven culture is a key element of what makes NICHS a *special* place to work. People demonstrate how they experience the values personally and strive to act as role models, applying them on a daily basis in their relationships both with service users and colleagues; treating people with dignity and respect; supporting people to be involved in their communities; taking responsibility for actions; and being honest, open and accountable. In short, achieving our charitable aims to the highest possible standard.

Our collaborative working style has brought together staff from across departments, and built a strong sense of team identity.

We are lucky to have attracted and retained a resilient and talented work force, and have many long serving members of staff, some who have been with us for more than 30 years: clear evidence that NICHS is a special place to work, with a climate of positivity, characterised by

optimism, mutual supportiveness and good humour.

We have developed our new 2023 – 2026 strategic plan in conjunction with our staff, service users past and present, supporters and our Governance Board. This Strategic Plan for 2023 – 2026 will be our roadmap and will guide us as we continue to work tirelessly with our partners and stakeholders to achieve our vision of a healthy Northern Ireland free from chest, heart and stroke illnesses and strive in our mission to prevent chest, heart and stroke conditions and support people affected by them.

<https://nichs.org.uk/about-us/who-we-are>

I would like to thank you for your interest in joining the NICHHS team.

Yours faithfully,



Declan Cunnane

Chief Executive

What We Do

We have been leading the fight against chest, heart and stroke illnesses in Northern Ireland since 1946.



We do this by working across four main areas:

We provide expert **care** and support to anyone living with chest, heart and stroke conditions.

We work to **prevent** these illnesses, by helping detect early signs of chest, heart and stroke illness and empowering individuals to make healthy choices.

We fund **research** to advance how we treat, care for and prevent chest, heart and stroke conditions.

We **campaign** for better care, treatments and awareness of chest, heart and stroke conditions.

As a charity, almost 90% of our work is funded thanks to public donations.





Our Culture

Our **Values** are the principles that drive us, the things that are most important to us, our motivation. They reinforce the way we interact with each other, our volunteers, service users and everyone else. They describe why NI Chest Heart & Stroke is unique, and they help to drive the culture of our organisation.

Our people are actively engaged and are very well supported when they need it. Team members are confident and enthusiastic. Trust and mutual respect are high. People care and depend on each other.

Our people are passionate about delivering high-quality services, which make a difference. They play their part in ensuring a welcoming, friendly, inclusive and supportive working environment. There is a sense of optimism about the future. Team spirit is strong.

“I’m proud to work here ... People are really dedicated”



Our Values



Compassion

We believe that people are at the centre of everything we do. Everyone is equal and should be treated with dignity and respect.

We will be selfless and people centred, showing kindness and concern for everyone we come into contact with.



Commitment

We believe that people have the right to expect services of the highest quality to meet their needs.

We will be dedicated to the success of our charity and continuously improve.



Courage

We believe everyone should feel empowered to make decisions about their own lives.

We will be brave and challenge the status quo.



Considerate

We believe that everyone should be treated as we would expect to be treated ourselves.

We will respect the needs and feelings of other people and try and understand their point of view.



Our Strategic Priorities

We Care

Aim	To offer and deliver exceptional Care Services to meet the needs of people who have chest, heart and stroke illnesses and their carers.
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We Prevent

Aim	To empower people to make healthy lifestyle behaviour changes and reduce their risk of preventable chest, heart and stroke illnesses.
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We Research

Aim	To find better ways to prevent, treat and care for people affected by chest, heart and stroke illnesses.
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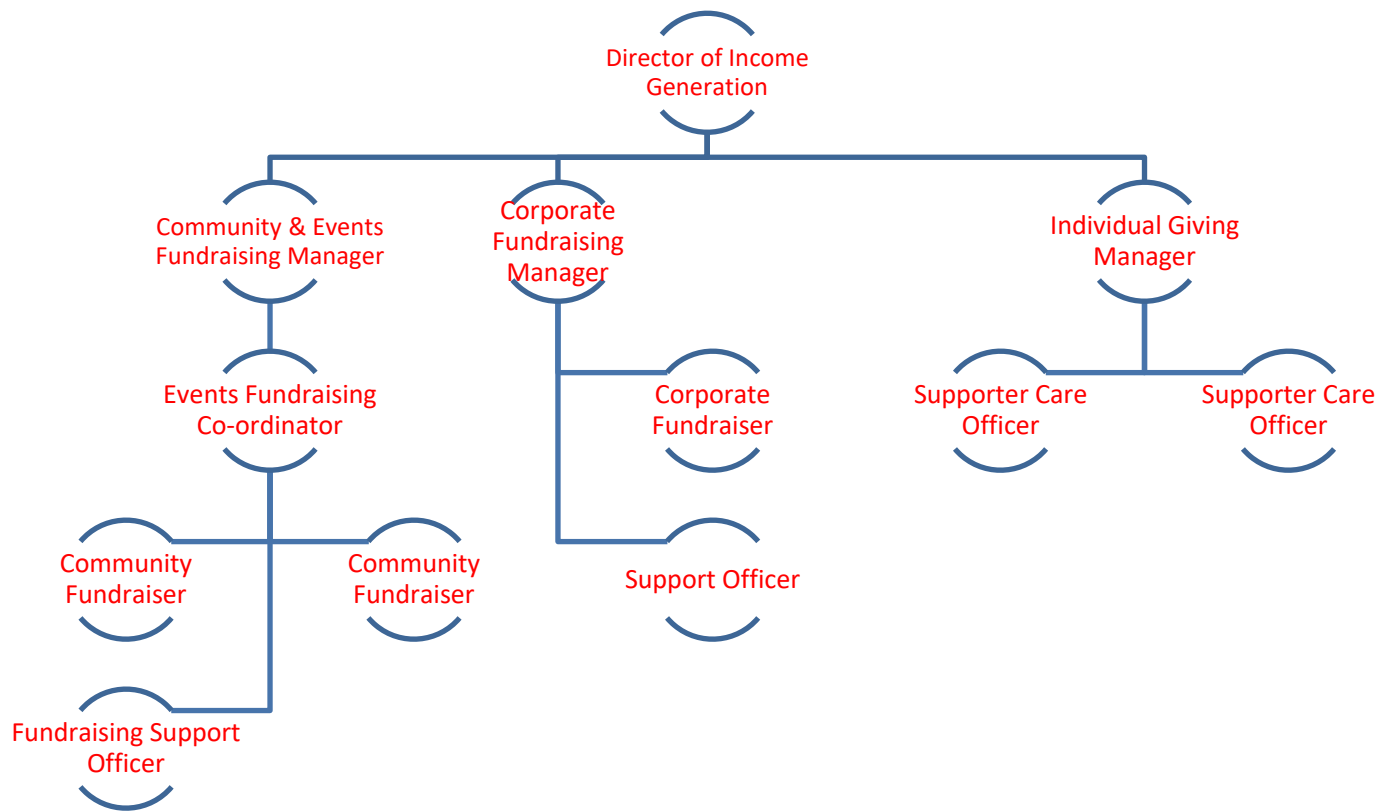
We Campaign

Aim	To make chest, heart and stroke conditions a priority for decision makers
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Our People

Aim	To develop a culture where our people are inspired, developed, supported and proud to work for NICHHS
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The Role

Job Title:	Fundraising Support Officer
Reports to:	Community & Events Fundraising Manager
Hours per week:	35 hours, full-time
Location:	NICHHS HQ, 21 Dublin Road, Belfast – office based role
Salary:	NJC Point 14 (£28,624)
Contract:	Permanent
Probationary period:	6 months

Job Description:

To provide administrative and logistical support to the community and events fundraising team as well as the wider income generation team, and assist in the engagement and stewardship of community events, partnerships and supporters.

Key Tasks and responsibilities:

General Tasks

- Provide excellent administrative and logistical support for key community partners, supporters and volunteers
- Provide excellent first point-of-contact service for community and events related enquiries and triage accordingly
- Work alongside the corporate support officer to take responsibility for raising requisitions, stock control, monitoring usage and re-ordering. This will include managing a system for dispatching, placing, and maintaining materials across NI
- Assist the team by delivering and collecting fundraising materials, and attending cheque presentations and fundraising events, as and when required
- Assist in monitoring, coding and production of monthly and quarterly community income reports for the Income Generation Team
- identify PR opportunities for the Communications team
- Coordinate the fundraising volunteer and regional ambassador network. This will include: recruitment, engagement, and retention and will involve working and liaising with external bodies such as Volunteer Now, digital and print promotion outlets, and any other relevant stakeholders.
- Helping to develop new fundraising products, including merchandise and marketing materials for community campaigns.

Stewardship

- Responsible for the administration of NICHHS's online giving pages, including GoFundMe, JustGiving, Facebook fundraising, NICHHS website pages, Community inbox and NFC tags
- Stewardship of all "online-only" community supporters, such as Facebook fundraisers
- Regularly input data into the fundraising CRM, updating community contacts to keep database current and help grow our community support base
- Assist in the development of bespoke partnership updates and impact reports
- Assist the team in the development of the supporter recognition and stewardship plan, helping to create journey plans and an effective recognition process, including the development and implementation of a tiered receipt process and to track and recognise key partner/supporter milestones and targets
- Identify and report on re-engagement opportunities with lapsed supporters and manage their stewardship
- Manage the automated stewardship journey for all online In-Memory pages through new Much-Loved platform
- Manage Wedding Favour enquires to include recording of information, delivery of materials and ongoing stewardship.
- Proficient use of our CRM to identify and report on re-engagement opportunities with lapsed supporters across the team
- Assist with HQ and 3rd party events, including logistics, participant fundraising support, tracking fundraising totals and ensuring all records are up to date post event.
- Develop and manage a robust collection box programme with supporting distribution, tracking, stewardship and conversion plan

New Business Development

- Support the Community & Events Fundraising Manager to research to identify clubs, societies, groups etc who seek charities to support on an annual basis.
- Prospect research to identify local businesses to approach for support.
- Research and identify high value community partners and audiences that are aligned to the mission of NICHHS, including Charity of the year opportunities etc.
- Regularly research and keep abreast of key fundraising sector trends and opportunities for promotion, such as maintaining calendar of events e.g. wedding fairs, corporate networking events, third party events, community events, etc
- Research and secure new innovative fundraising products, including Donations In Lieu of Gifts (DILOG), Wedding Favours, etc.

Wider Department support

- Provide administrative support to all Income Generation Managers and Fundraisers/Co-ordinators
- Provide support with other Fundraising activities, including schools fundraising and Charity of the Year opportunities. Comply with all organisational wide policies, processes and procedures
- Flexible and willing to travel in NI during evenings and weekends on occasion
- Any other duties that fall within the scope of this role that may be required from time to time by the income generation team

Person Specification

Essential Criteria

- Educated to 'A' Level or equivalent
- At least 2 years' demonstrable experience of working in an administrative role providing a wide range of admin support
- Experience of delivering excellent customer service
- Robust IT experience including Powerpoint, Word and Excel
- Robust experience of using a database/CRM to manage relationships, record financial information and for reporting
- Excellent verbal and written communication skills
- Excellent time management skills including experience in multitasking, prioritisation and organisational skills and ability to meet deadlines
- Proven ability to work on own initiative
- Proven experience of working effectively as part of a team
- Valid UK driving licence and the use of a car

Desirable

- Experience of working in the voluntary sector
- At least one year's experience of working in a fundraising environment
- Experience of using Raiser's Edge database.

It is a requirement of the role that the post holder is prepared to travel as required and occasionally work outside of normal office hours.

SUMMARY OF TERMS AND CONDITIONS

Annual Leave: The post-holder will be entitled to 25 days annual leave. This is exclusive of 10 bank and public holidays. The annual leave year runs from 1 April to 31 March.

Pension: Organisation's contributory pension scheme (% employee Contribution will be matched by % employer contribution)

Car Mileage: The post-holder will be reimbursed for any business mileage under the Car Mileage Scheme.

Health Scheme: You will be eligible to join the health scheme provided by the organisation.

Death in Service: You will be eligible to join the death in service scheme provided by the organisation.

References: All offers of employment are subject to two satisfactory written references

All applicants will be required to produce:

Evidence of relevant academic and professional qualifications

Evidence of relevant vehicle documentation

Successful applicants must evidence their right to work in the UK (under the Asylum and Immigration Act). This will be evidenced in the first instance by a passport or other forms of identification that will be outlined if no passport is available.

This job description is not intended to be restrictive or definitive.

It is important to note that the responsibilities of the post may change to meet the requirements of the evolving services that the charity provides.

NICHS is an Equal Opportunities Employer

What we do for you - Our reward statement



Regular 121 Meetings Annual Performance Review

Competitive Salary **Employer Pension Scheme** Access To Financial Adviser

Comprehensive Induction Training

Culture Of Recognition **Job Share** **Paid Bank And Public Holidays**

Pay Increases Linked To NJC – Cost Of Living Additional Celebration Days

Car Mileage Scheme On The Job Learning

Attendance At External Seminars And Conferences **Toil & Managed Time**

Generous Paid Annual Leave Enhanced Sick Pay Part Time Work **Study Leave**

Enhanced Parental Pay Learning & Development Opportunities

Death In Service Plan Occupational Health Service

Bike To Work Scheme Strategy Away Days **Access To Independent Counselling Service 24/7**

Continuing Professional Development Marriage Leave **Hybrid Working**

Long Service Awards Compassionate & Bereavement Leave

Investors In People Silver Accreditation

Family Friendly Leave **Duvet Half Day/ Sunshine Half Day** Incremental Increases To Annual Leave

Reasonable Time Off To Attend Appointments

Access To A Free Health Check Domestic Distress Leave Flexible Working Hours

Staff Health And Wellbeing Days Staff Empowerment – Involvement In Decisions And Consultations

Staff Celebration Events Return To Work Interviews

How to apply

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY

1. Your application pack contains information about NICHHS, the job vacancy and the person required. You should read these carefully.
2. You must complete the application form fully and accurately. If there is insufficient space for your answer, continue on a separate sheet. If typing your application form, the boxes will expand as you type.
3. It is your responsibility to ensure that sufficient information is given on the application form to enable the shortlisting panel to assess your suitability for this post.
4. PLEASE SHOW CLEARLY IN SECTION 4 OF YOUR APPLICATION HOW YOU MEET THE ESSENTIAL AND DESIRABLE CRITERIA OUTLINED IN THE PERSON SPECIFICATION ENCLOSED.

THE SHORTLISTING PANEL WILL REFER TO THIS SECTION **ONLY** WHEN DECIDING WHETHER YOU HAVE PROVIDED SUFFICIENT EVIDENCE TO DEMONSTRATE THAT YOU MEET THE CRITERIA.

Please do not assume that because you have mentioned something in an earlier section of the form, that the panel will accept this as evidence that you meet the criteria. You must clearly describe in Section 4 the example you are relying on to demonstrate your skills and experience. Your application form will not be shortlisted if you do not describe the specific actions **you** took for each example you cite.

5. Mission and Vision of NICHHS

Employees of NICHHS must support its Mission and Vision



6. Applications, CV's and attached sheets:

- Applications will only be accepted on the official application form (enclosed)
 - Attached CV's will not be considered, either in lieu of the application form or in conjunction with it.
 - Attached sheets will only be considered where they are continuation sheets of a section of the application form where insufficient room was available to include all the necessary details.
7. It is the responsibility of the applicant to ensure an email or signed hard copy of the complete forms, together with the completed Equal Opportunities Monitoring Questionnaire, (please put in a separate envelope marked Monitoring Officer) is returned by Friday 8 August 2025
 8. Application forms received after this time and date will not be accepted.
 9. Under section 8 of the Asylum and Immigration Act 1996, all successful applicants must provide Documentary evidence of their identity for verification and photocopying.

Completed applications should be returned no later than 12 noon on Friday 8 August 2025.

to:

Caoimhe Devlin
Head of HR
NI Chest Heart and Stroke
21 Dublin Road
Belfast
BT2 7HB

Or recruitment@nichs.org.uk