

**Supporter Relations Volunteer**

**What is the volunteer role?**

Lindsey Lodge Hospice Supporter Relations Volunteer

**Where will I be based?**

* At the hospice, in the Lodge with the Fundraising Team

**Who will show me what to do**? –

* Fundraising Administrator and the Fundraising Co-ordinators

**Who will be responsible for me**? –

* Head of Fundraising & Marketing/Fundraising Development Manager

**How often could I be asked to attend and for how long?**

* A permanent weekly role
* 1 full or half day per week – hours and day to be flexible

**Key Responsibilities**

* Weekly phone calls thanking our supporters for their donations
* Use of our fundraising database to support cleaning our supporter data
* Collation of event packs for our flagship events, challenges and campaigns
* Ensuring the hospice supporters feel valued with timely, friendly contact leading to supporter retention

**What skills/qualifications might help me?**

* A passion and interest in the cause
* Pleasant manner and a will to talk to people
* Comfortable with databases and a basic knowledge of Microsoft Excel/Word

**What other things would we like from you?**

* To attend meetings, supervision and appropriate training (including confidentiality).
* To represent Lindsey Lodge Hospice in a positive manner by being smart (clean and tidy) polite and by giving a positive message about the work of the charity.
* To wear a fundraising volunteer ID badge
* To operate within Lindsey Lodge’s relevant policies and procedures, and those within the fundraising code of practice (https://www.fundraisingregulator.org.uk/code)
* To take responsibility for your own health and safety (wearing footwear appropriate to your role, e.g no high heels or open shoes in patient areas) and report any areas of risk.
* To demonstrate Hospice vision, values and behaviours and reflect a commitment to equality, diversity and inclusion
* To participate in an annual review with your line manager and complete all mandatory training as required of the role.

**What happens if things aren’t working out of if I have a problem?**

* Discuss any concerns with the Head of Fundraising and Marketing. They will try to address and resolve your concern.
* If you are still not satisfied you can take your concern to the Workforce Manager who will try to help.

This document is only intended to help you to understand the role you are volunteering for. There is no obligation on you to undertake this role or on the Hospice to continue to offer it, and you are of course free to leave us at any time (although we very much hope that you won’t).

I acknowledge that I have read and understood the role profile.

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_