



**Corporate Fundraising  
Support Officer**  
Information for Applicants



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# Welcome from our CEO

Dear Applicant,

Thank you for your interest in the post of **Corporate 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.

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 Corporate Fundraising Support Officer 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 NICHS team.

Yours faithfully,



Declan Cunnane

Chief Executive

## What We Do

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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

<b>Aim</b>	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

<b>Aim</b>	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

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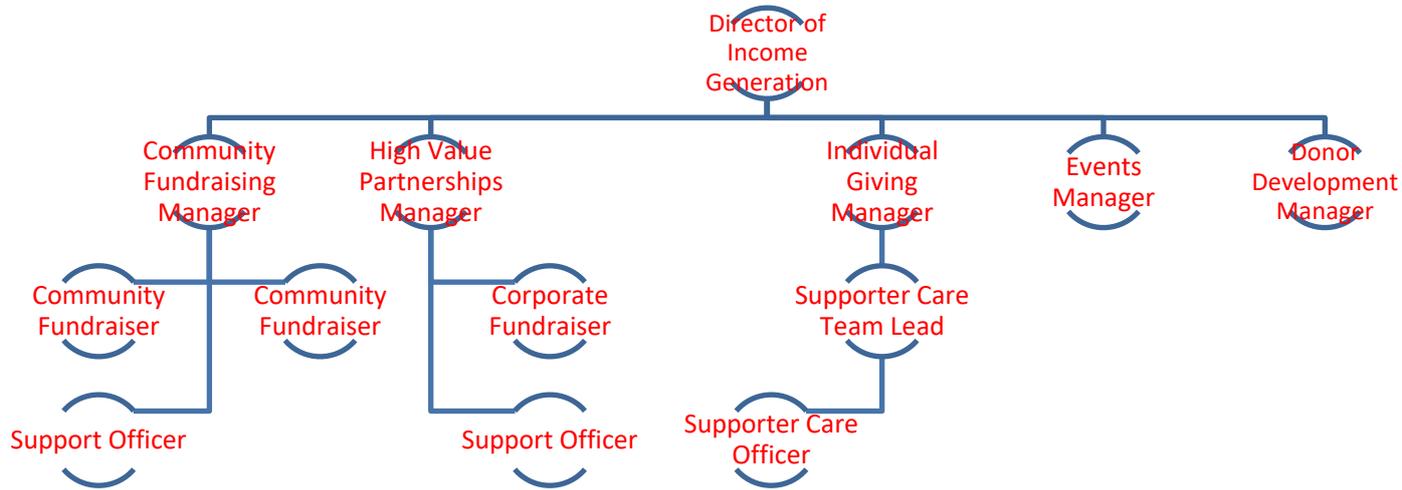
## We Campaign

<b>Aim</b>	To make chest, heart and stroke conditions a priority for decision makers
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## Our People

<b>Aim</b>	To develop a culture where our people are inspired, developed, supported and proud to work for NICHS
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# The Role

<b>Job Title:</b>	Corporate Fundraising Support Officer
<b>Responsible to:</b>	High Value Partnership Manager
<b>Hours per week:</b>	35 hours Mon - Fri
<b>Location:</b>	NICHS HQ, 21, Dublin Road, Belfast (Hybrid Working arrangements are available)
<b>Salary:</b>	£27, 334 (NJC point 14)
<b>Contract:</b>	Full Time, Permanent

## SUMMARY:

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.

The Income Generation department secures income from a number of sources, currently grouped together as outlined below (all include in-memory and digital):

- Legacies
- Corporate (includes Trusts & Foundations, Corporate partnerships, sponsorship, Major Donors and GAYE)
- Individual Giving (includes Regular giving, donations, appeals and Gift Aid)
- Community (includes Community groups, clubs and individual supporters, Events, DILOF, Tribute Funds, and DILOG)

## Job Description:

**To work collaboratively across the Income Generation team, providing high quality administrative support. This will include excellent logistical support and stewardship of donors.**

## Key tasks

- Provide excellent customer service as first point-of-contact to NICHS supporters, including providing fundraising advice and information about NICHS.
- Manage NICHS merchandise and materials, taking responsibility for stock control, monitoring usage and re-ordering. This will include overseeing a system for dispatching, placing, and maintaining materials across NI
- Assist the teams by attending cheque presentations and attending fundraising events when appropriate.
- Assist in developing new fundraising products, including merchandise and marketing materials for corporate campaigns.

- Identification of and reporting on re-engagement opportunities with lapsed supporters and managing their stewardship.
- Assistance with HQ and 3<sup>rd</sup> party events, including logistics, corporate participant fundraising support, and account management of 3<sup>rd</sup> party event suppliers.
- Manage all online corporate fundraisers identified in the weekly online fundraising report.
- To develop and manage a robust collection box programme with supporting distribution, tracking, stewardship and conversion plan.
- Any other duties that fall within the scope of this role that may be required from time to time by the fundraising team managers

# Person Specification

Criteria	Essential or Desirable
1. Educated to 'A' Level or equivalent	Essential
2. At least 2 years' experience of working in an admin role or similar	Essential
3. Experience of delivering excellent customer care to a wide range of people	Essential
4. Experience and competence with IT including all Microsoft Packages	Essential
5. Experience in providing excellent administration support	Essential
6. Excellent written communication skills	Essential
7. Excellent time management skills including experience in multi-tasking, prioritisation and organisational skills and ability to meet deadlines	Essential
8. Proven experience of working effectively as part of a team	Essential
9. Valid UK driving licence and the use of a car	Essential
1. At least 1 years' proven fundraising experience	Desirable
2. Experience of a CRM database	Desirable

**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.

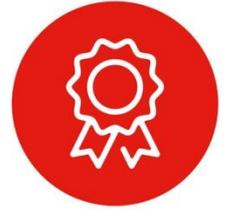
***This job description is not intended to be restrictive or definitive.***

***It is important to note that the responsibilities if 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

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Regular 121 Meetings

Annual Performance Review

**Competitive Salary**

**Employer Pension Scheme**

Access To Financial Adviser

Comprehensive

Induction Training

**Paid Bank And Public Holidays**

Culture Of Recognition Job Share

Pay Increases Linked To NJC – Cost Of Living

Additional Celebration Days

On The Job Learning

**Car Mileage Scheme**

Attendance At External Seminars And Conferences

**Toil & Managed Time**

**Generous Paid Annual Leave**

Enhanced Sick Pay

Part Time Work

**Study Leave**

Learning & Development

Enhanced Parental Pay

Opportunities

Death In Service Plan

Occupational Health Service

**Bike To Work Scheme**

Strategy Away Days

**Access To Independent Counselling Service 24/7**

Continuing Professional

**Hybrid**

Development Marriage Leave

**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 Empowerment – Involvement In Decisions And Consultations

Staff Health And Wellbeing Days

Staff Celebration Events

Return To Work Interviews

# How to apply

## PLEASE READ THE FOLLOWING INFORMATION CAREFULLY

1. Your application pack contains information about NICHS, 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 NICHS

Employees of NICHS 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 6 September 2024.
  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 6 September 2024.**

to:

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

Or [recruitment@nichs.org.uk](mailto:recruitment@nichs.org.uk)