

# Fundraising Office Support Volunteer Role Description

## ● Purpose of the role:

To support the community and events fundraising team with administration tasks to help ensure our events and activities run smoothly and meet our ambitious income targets.

## Key tasks:

- Help the fundraising team with planning and delivering our upcoming events
- Design, print, laminate and distribute posters for events
- Send out materials and fundraising packs for fundraisers
- Help to set up and man fundraising stalls at events within the hospitals and out in the community
- Attend events and assist the fundraising team on the day
- Support fundraising staff with banking
- Research local businesses, community groups and possible corporate donors
- Other ad-hoc administrative tasks to support the fundraising team



## Skills/experience required:

- Excellent communication skills
- Confidence in using basic PC applications including Microsoft Office programs
- Strong organisational skills with ability to plan and prioritise tasks
- Strong attention to detail
- A willingness to ask questions
- A friendly and enthusiastic approach and the ability to work well with others
- Confident counting and handling money

## Main Contact:

Lauren Levy, Events Fundraiser

## Location:

St Mary's Hospital, W2 1NY

## Time commitment:

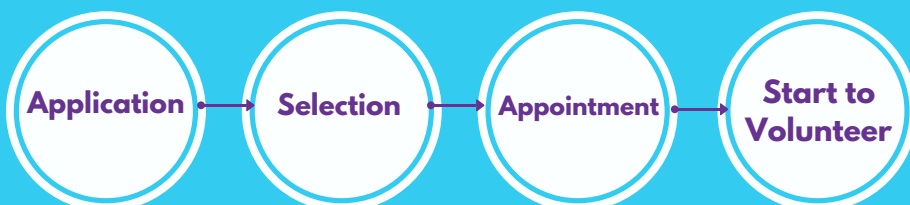
We are looking for someone to volunteer on Thursdays and Fridays each week, from 10.00- 14.00. Ideally we are looking for a minimum commitment of three months.

## Vetting Requirements for this role:

- Two satisfactory references
- Enhanced DBS check



## Our Volunteer Appointment Journey



## What you can expect from Imperial College Healthcare Charity as a volunteer:

- A staff member main contact who will manage your tasks, answer your questions and provide help when you need it
- Regular contact and support from staff within the Volunteering Department
- An official volunteer uniform and/or name badge (depending on your role) to wear whilst volunteering
- Induction and ongoing role-specific guidance, support and training
- Training and insurance cover to ensure you have a quality, safe and happy experience volunteering with us
- An opportunity to feed back about your experience volunteering with us
- Recognition for your contribution as a volunteer
- Expenses where eligible, in accordance with our volunteer expenses policy

## What we expect from our volunteers:

- Support Imperial College Healthcare Charity and our hospitals in our work and carry out your volunteer role to the best of your ability in line with our policies, instructions and training
- Complete a volunteer induction session and any other training and updates you might need.
- Successfully complete required vetting checks (including DBS disclosure where required)
- Contribute to and share in the success of the team you are based in and the wider team of volunteers across the Trust
- Provide excellent customer service and strive to ensure that every patient or visitor has the best possible experience with us
- Recognise the importance of our patients, donors and NHS staff in supporting the work of the charity
- Wear your volunteer uniform and/or identification (depending on your role) whilst volunteering and ensure you are presentable at all times, following any location-specific dress code as required
- For health and safety reasons sign in and out each time you volunteer according to the routine for your location
- Support our policies, procedures and standards as outlined in our volunteer agreement
- Ensure all activities you undertake as a volunteer for us achieve the charitable aims and objectives and do not risk bringing the charity or hospital into disrepute
- At all times be positive, accountable and accept constructive feedback
- Meet time commitments and standards agreed, and give reasonable notice when unavailable, so other arrangements can be made

● **Imperial College Healthcare Charity** ●  
Ground Floor, Clarence Memorial Wing  
St Mary's Hospital, Praed Street  
London W2 1NY  
Telephone: 020 3311 1665  
● e: [volunteering@imperial.nhs.uk](mailto:volunteering@imperial.nhs.uk) ●

Imperial College Healthcare Charity is an independent charity raising funds for research and projects that help improve patient healthcare at the five London hospitals of Imperial College Healthcare NHS Trust: Charing Cross, Hammersmith, Queen Charlotte's & Chelsea, St Mary's and Western Eye hospitals.