



Sheffield's Hospice

## Volunteer Task Profile Fundraising Telephone & Admin Assistant

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**Volunteer Lead:** Community Fundraising Manager/Individual Giving Manager

**Flexible hours:** Flexible, between 3 to 8 hours per week to suit volunteer

**Available to:** Volunteers aged 18+

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### Introduction

St Luke's is Sheffield's Hospice, with a vision to support and care for everyone affected by terminal illness in Sheffield. We are a community organisation which means that everything we do is focused on helping people in their own communities as well as at our Little Common Lane site and our adjoining site on Ecclesall Road South.

It costs £14 million to deliver our services each year, with only 25% of our costs being funded by the government, we need to raise £10.5 million every year. We raise that money from donations through our lottery, retail shops and fundraising.

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### What does this role involve?

We are looking for a volunteer to work from our fundraising office at Little Common Lane, to help with a variety of tasks which mostly involve making outbound calls and some admin work to support this.

The two main responsibilities of the role will include:

- Contacting businesses who host one of our collection tins, to arrange collection of full tins and sending a replacement. Our collection tins raised almost £20,000 towards patient care in 2024/25.
- Calling new lottery players to thank them for joining and, where appropriate, find out their reasons for joining. The calls will also be used to ensure that their details are correct, then updating their records with contact details etc. This is an opportunity to engage with and chat to our supporters and give them a positive start to their lottery journey. St Luke's Lottery raises almost £800,000 for St Luke's each year.

### Tasks, duties & responsibilities:

- Contact businesses who host a collection tin, arrange collection of full tins, then arrange for a replacement to be sent out.
- Call our new lottery players to thank them for joining and contribute to their positive supporter experience
- Complete admin tasks related to the above such as; updating contact information, updating collection tin records
- Represent St Luke's with professionalism, enthusiasm, and a positive attitude

### The suitable candidate should:

- Be polite and have good communication skills
- Have a confident telephone manner and be happy to chat to people
- Be reliable and committed
- Have basic computer skills – able to use Microsoft Excel and be willing to be trained on using our supporter database

The duties and responsibilities listed are intended as a summary and may be varied from time to time in consultation with the volunteer concerned.

The role description is intended to clarify the duties and responsibilities of the volunteer and is for the benefit of all concerned. It does not form the basis of a contract of employment.

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### **Benefits**

By volunteering as a Fundraising Telephone & Admin assistant, you will have the opportunity to;

- Gain valuable experience in fundraising, supporter engagement and teamwork
- Make a difference to your local community
- Take advantage of free hot drinks and fruit
- Contribute directly to the funding of essential services carried out by St Luke's
- Enjoy the opportunity to speak to St Luke's supporters
- Get job references
- Gain valuable experience in fundraising, supporter engagement and teamwork
- If you are the kind of person who would like to volunteer but can only offer a few hours a week, then this could be perfect for you! This suits a candidate who is looking for a regular but flexible time commitment
- Training provided

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### **General**

All St Luke's volunteers are asked to:

- Be a minimum of 18 years
- Display their identification badge at all times
- Have a current enhanced DBS (generated by St Luke's)
- Attend induction and training if required
- Abide by the Health & Safety at Work Act
- Adhere to policies and procedures
- Co-operate and liaise with other volunteers (if applicable)
- Have a positive attitude

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### **For more information on the role, please contact:**

Katie Fielding, Community Fundraising Manager: [katie.fielding@hospicesheffield.co.uk](mailto:katie.fielding@hospicesheffield.co.uk) / 0114 235 7592

Laura Martin, Individual Giving Manager: [l.martin@hospicesheffield.co.uk](mailto:l.martin@hospicesheffield.co.uk) / 0114 235 7524

To apply, please complete our online application form;

[St Luke's Volunteer Application Form](#)

Or email the volunteer team at [volunteer@hospicesheffield.co.uk](mailto:volunteer@hospicesheffield.co.uk)

Call Fran on: 0114 235 7548