



JOB DESCRIPTION	
Job Title:	Community & Events Team Manager
Hours of Work:	37.5 hours per week
Base:	Barnsley Hospice, Gawber (with community-based activity)
Department:	Income Generation
Accountable To:	Head of Fundraising
Responsible For:	The role is responsible for setting direction, prioritising activity, and leading performance to deliver a focused, high-quality programme that builds sustainable income and long-term community support for the hospice.
Job Purpose:	To lead the Community and Events Team to deliver the team budget, through development and delivery of an innovative and ambitious community and events fundraising calendar of events and campaigns, driving income growth through proactive engagement, clear planning and strong supporter relationships.
Organisational Summary	Barnsley Hospice is a charity that provides specialist palliative and end of life care to hundreds of local people and those close to them each year. Our main priority is to achieve the best possible quality of life for people living with a life-limiting illness, whilst supporting those close to them during the period of illness and bereavement. As a specialist care provider, the range of skills we offer include, pain and symptom management, emotional support and end of life care. The hospice currently employs about 100 people and has a team of volunteers, based both at the hospice and within our Retail Hub. We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.
Main Duties & Responsibilities:	
Strategy, Planning & Prioritisation	
1. Develop and deliver a clear community and events fundraising plan aligned to organisational priorities 2. Translate strategy into structured, deliverable plans for the team 3. Ensure activity is planned in advance, with clear timelines, ownership and expected outcomes 4. Proactively identify and prioritise opportunities with the greatest potential for income, engagement and impact 5. Ensure a balance between responsive support for incoming enquiries and forward planning to grow income	

6. Lead the transition from reactive delivery to more proactive planning and engagement over time
7. Regularly review performance and adapt plans to maximise results

Income Generation & Pipeline Development

1. Take ownership for delivering agreed income targets across community fundraising and events
2. Report monthly on Community and Events income and expenditure to the Head of Fundraising
3. Develop and manage a sustainable, forward-looking pipeline of income opportunities
4. Identify, test and develop new fundraising products, relationships and initiatives
5. Ensure all activity is planned, delivered and evaluated with a clear return on investment

Supporter Relationships & Stewardship

1. Lead the development of strong, long-term relationships with key supporters and community partners
2. Ensure consistent, high-quality stewardship across all supporter interactions
3. Ensure the team effectively manages both reactive enquiries and proactive relationship development
4. Drive a focus on retention, repeat support and deeper engagement

Events & Community Programme Management

1. Oversee the planning and delivery of the hospice's community and events programme
2. Ensure each activity has a clear purpose (income, engagement, awareness) and defined outcomes
3. Ensure activity is proportionate to team capacity and aligned to agreed priorities
4. Monitor performance and make informed decisions on what to grow, change or stop
5. Ensure appropriate planning, resourcing and delivery standards across all activity

Team Leadership & Performance

1. Lead, manage and inspire the Community and Events team, by undertaking regular one-to-ones, appraisals and performance reviews for team members, to ensure they meet their objectives and income targets.
2. Set expectations around planning, ownership, responsiveness and quality
3. Support the development of skills, confidence and accountability within the team
4. Address underperformance where required, ensuring standards are maintained

Volunteer & Community Engagement

1. Oversee the recruitment, support and development of fundraising volunteers
2. Build and maintain relationships with key community groups, organisations and networks
3. Increase the hospice's visibility and presence within the local community
4. Ensure volunteers and supporters feel valued, supported and well managed

Monitoring, Reporting & Accountability

1. Take ownership for monitoring income, activity and performance against targets
2. Provide regular, clear reporting and actionable insight to inform decision-making
3. Use data and feedback to identify trends, opportunities and areas for improvement
4. Ensure accurate and consistent use of CRM and reporting systems

Collaboration & Wider Contribution

1. Work collaboratively with colleagues across the hospice to maximise fundraising opportunities
2. Contribute to wider fundraising planning and organisational priorities
3. Work with marketing to support effective promotion, storytelling and supporter engagement

4. Act as an ambassador for the hospice internally and externally

Other Responsibilities

1. To undertake any other duties, commensurate with the role as required by the Hospice.
2. To act as an ambassador of the Hospice, maintaining honesty, integrity and trustworthiness at all times.
3. The post holder will be expected to maintain strict confidentiality at all times.
4. The post holder will ensure that they are aware of and apply health and safety and fire precautions.
5. The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.
6. The post holder is to ensure data protection is maintained at all times.
7. The post holder will be flexible in terms of working hours in order to meet service needs.
8. The post holder will support the Hospice as required, across the range of duties as appropriate within the grading of this post. In the context of rapid and ongoing change within the Hospice, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of full communication and consultation with the post holder.

This job description is not an exhaustive list but it shows many of the aspects to this role

PERSON SPECIFICATION	
Knowledge and educational achievements:	
• Educated to degree-level (or equivalent experience) • Full UK Driving Licence • Fundraising qualification – desirable • Marketing/Communications qualification- desirable	Assessment method – application form and interview
Experience and work achievements:	
• Experience of delivering fundraising income, ideally within community and/or events • Experience of building and managing supporter relationships • Experience of planning and delivering events or campaigns • Experience of managing or developing staff or volunteers	Assessment method – application form and interview
Skills and abilities:	
• Strong relationship-building and communication skills • Ability to plan, prioritise and deliver against targets • Ability to identify and develop new opportunities • Confident using data and insight to inform decisions • Strong organisational and problem-solving skills	Assessment method – application form and interview
Personal attributes:	
• Proactive, organised and results-focused • Takes ownership and accountability for outcomes • Confident in setting direction and making decisions • Positive, resilient and adaptable • Committed to delivering excellent supporter experience • Willingness to work occasional evenings and weekends • Ability to travel locally where required • Act as an ambassador for Barnsley Hospice at all times	Assessment method – application form and interview

Our Values and Behaviours	
Ambition: <i>We aim high and look for ways to improve ourselves, our services, reach more people and play a leading role.</i> • We set high standards for ourselves and the services we provide. • We seek every opportunity to learn: from our successes and our mistakes. • We take a flexible and creative approach when seeking opportunities and solutions. Collaboration: <i>We are inclusive and work in partnership with others to achieve shared goals and get the best outcome possible.</i> • We value diversity in its broadest sense and take meaningful action to create an inclusive environment. • We seek out and nurture partnerships so we can achieve more together. • We are welcoming and friendly. Compassion: <i>We are caring and treat everyone with kindness and respect.</i> • We show empathy and consideration towards others. • We are genuinely caring and respectful in our interactions with others. • We are generous with our time and attention, and value the people around us. Integrity: <i>We are honest, communicate clearly and openly, and take responsibility.</i> • We are open and honest with ourselves and others. • We are trustworthy and reliable and deliver on our promises. • We are professional and take our responsibilities seriously.	Assessment method – application form and interview