

**Pendleside  
Hospice**

*Care, compassion and support*



**JOB VACANCY**

**Fundraising &  
Business Admin  
Apprenticeship**

[www.pendleside.org.uk](http://www.pendleside.org.uk)

AWARDS & ACCREDITATIONS



Inspected and rated

**Outstanding** ★

CareQuality  
Commission

**PBA**

PENDLE  
BUSINESS  
AWARDS

2024

**NOT FOR PROFIT  
AWARD**

**Employer of the Year 2022**

**BURNLEY  
BUSINESS  
AWARDS 2022**

## **Fundraising & Business Admin Apprenticeship Fixed 18 month Contract**

**37.5 hours – Over 5 days**

**Annual Salary £17,597**

Thank you for your interest in the post of Fundraising & Business Admin Apprentice at Pendleside Hospice. We hope you find all the information you need in this pack, to help you decide if you are the right person for this inspiring and exciting role.

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community. It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. This financial year, it will cost over £6.8 million to run Pendleside Hospice and less than 20% of those costs will come from government funding.

We are looking for a confident, self-motivated and enthusiastic individual to join our vibrant fundraising team. The successful applicant will work collaboratively with colleagues within the organisation and our supporters to maximise Income Generation.

This role is a unique and varied opportunity to gain valuable experience within the third sector whilst gaining a real understanding of business principles of a charity organisation. You will help plan and deliver fundraising events, engage with corporate supporters, assist with community engagements and learn how important legacy giving can be.

The role will be a key part of our fundraising team, assisting on delivery of an action planned year of events and campaigns, learning about how hospice services provides vital care in our community. You will assist in the administration of all fundraising activities, maintaining a vital database of supporter information whilst working alongside the Head of Income Generation, Fundraising and Retail teams.

This appointment is a valued one for the Hospice and we want to be sure of finding the right person. However, we recognise it is probably also a big step for you. So if you wish to know more you can email [Louisa.mayor@pendleside.org.uk](mailto:Louisa.mayor@pendleside.org.uk) or phone 01282 440155

Thank you for your interest in Pendleside Hospice.

**Louisa Mayor, Head of Income Generation**

## **ABOUT US**



## **OUR MISSION:**

Pendleside exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

## **OUR VISION:**

Every adult with advancing long term and life limiting illnesses and those most important to them within our community will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

## **PHILOSOPHY OF CARE:**

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services, in collaboration with other local care providers.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

## **OUR AIM:**

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

To achieve this through the five pillars of Pendleside: -

**Proud to be Pendleside**  
**Community collaboration**  
**Care delivery**  
**Governance**  
**Sustainability**

## **OUR VALUES:**

Our values underpin everything that we do:

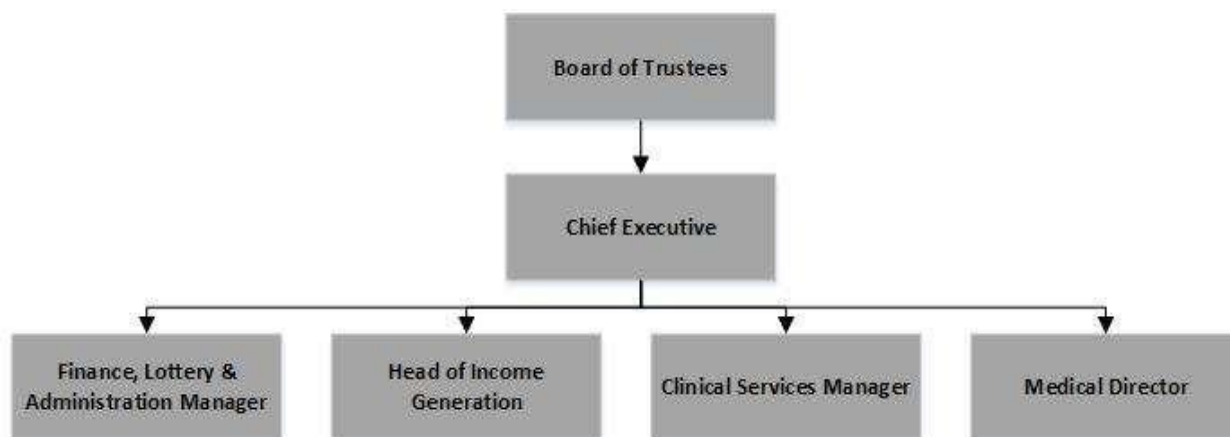
- **Care**  
We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect
- **Compassion**  
We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services
- **Support**  
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

## OUR PEOPLE:

Pendleside is governed by a Trustee Board that takes overall responsibility for its work and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities.



Pendleside currently has 140 employees across the organisation. In addition, we have several staff work under Practising Privileges agreement and the Hospice has a Bank of Registered Nurses and Auxiliary Nurses.

Volunteers are an integral part of the Hospice Team with over 450 active volunteers, each one playing an invaluable role either within the Hospice and/or our local community.

## OUR SERVICES:

Pendleside cares for over 2000 people each year, across a number of services. These include:

- Inpatients
- Hospice at Home
- Health, Wellbeing & Rehabilitation
- Outpatients
- Complementary Therapy
- Family Support
- Admiral Nursing Service (Dementia)
- Psychological Support
- Bereavement Support

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement Service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

## JOB DESCRIPTION

**JOB TITLE:** Fundraising and Admin Apprentice

**REPORTS TO:** Head of Income Generation

**REPORTED TO BY:** N/A

### ABOUT THE APPRENTICESHIP

This role is supported by the **Level 3 Fundraiser Apprenticeship (ST0070)**, a nationally recognised qualification equivalent to A-levels. The apprenticeship combines **paid, meaningful work** with structured learning and professional development.

You will:

- Work towards a **Level 3 Fundraiser qualification**
- Spend around **20% of working time** on off-the-job learning
- Receive training from an approved apprenticeship training provider (Burnley College)
- Gain practical experience across fundraising and business support functions

The apprenticeship develops the skills and behaviours needed to secure financial and non-financial support for charitable causes, while building strong foundations in administration, communication and data management.

### The Role: Fundraising and Business Apprentice

This is an entry-level role designed for someone looking to build a career in fundraising, charity administration or the wider voluntary sector.

### Key Responsibilities

#### Fundraising Support

- Assist with planning and delivering fundraising activities and campaigns
- Attending and supporting at Fundraising events.
- Supporting on volunteer management & recruitment
- Support income streams such as community fundraising, events, individual giving, corporate support, or digital fundraising
- Help research new fundraising opportunities and supporter prospects
- Support donor care and stewardship, including thank-you letters and supporter communications
- Maintain accurate fundraising and supporter records using databases and spreadsheets

## **Business and Administrative Support**

- Provide administrative support to the fundraising and wider business team
- Assist with data entry, reporting and basic financial tracking
- Support meetings, events, and internal communications
- Help maintain systems, records and processes in line with GDPR and best practice

## **Learning and Development**

- Complete all apprenticeship training, assignments and assessments on time
- Actively seek feedback and support from line managers and tutors
- Apply learning from training into day-to-day work

## **What You Will Learn**

Through your apprenticeship, you will develop skills in:

- Fundraising principles and ethics
- Building and maintaining relationships with supporters
- Communication across different audiences and channels
- Research and data management
- Budgeting awareness and financial controls
- Time management, organisation and teamwork

This apprenticeship is a recognised entry route into a professional fundraising career, with progression opportunities into roles such as Fundraiser, Fundraising Manager, Head of Income Generation or Events Fundraiser.

## **CORE TASKS**

This is an entry-level role designed for someone looking to build a career in fundraising, charity administration or the wider voluntary sector.

## **Key Responsibilities**

### **Fundraising Support**

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- Support income streams such as community fundraising, events, individual giving, corporate support, or digital fundraising
- Help research new fundraising opportunities and supporter prospects

- Support donor care and stewardship, including thank-you letters and supporter communications
- Maintain accurate fundraising and supporter records using databases and spreadsheets

### **Business and Administrative Support**

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### **Learning and Development**

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### **Who We Are Looking For**

#### **Essential**

- A genuine interest in fundraising, charities, or making a difference
- Good written and verbal communication skills
- Willingness to learn and take feedback
- Basic IT skills (email, Word, Excel or similar)
- Organised, reliable and able to work as part of a team

#### **Desirable**

- GCSEs (or equivalent) in English and Maths
- Previous voluntary, community or customer-facing experience
- Confidence speaking to people in person or over the phone

No previous fundraising experience is required — this role is about **potential, attitude and commitment to learning**.

### **What We Offer**

- A paid role with a nationally recognised qualification
- Structured training and mentoring
- Hands-on experience in a supportive charity environment

- Opportunities to develop skills and confidence
- Potential progression into further fundraising or business roles subject to performance and vacancies

### **Governance**

- Actively support the vision, philosophies and core values of the Hospice
- Ensure that Hospice policies, procedures and standards are adhered to at all times with particular regard to those concerning income generation
- Work towards key performance indicators to ensure effective marketing, PR and communications
- To support implementation of the Hospice Organisational Strategy and Business Plans
- Promote and manage high standards of information governance (IG) and ensure compliance with the NHS IG Toolkit standards (level 2) and new General Data Protection Regulation (GDPR) regulation

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role.

## JOB SPECIFICATION

Attributes	Essential	Desirable	How assessed
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience in a customer facing role</li> <li>• Experience of using social media platforms such as Facebook, Instagram, LinkedIn, or TikTok</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a third sector or health care environment</li> <li>• Experience of Google AdWords and SEO techniques</li> <li>• Experience in cash handling and taking payments</li> <li>• Experience in fundraising activities</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>
<b>Education, Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>• GCSEs (or equivalent) in English and Maths</li> <li>• Basic IT skills in Microsoft software (Word, Excel or Outlook)</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Evidence of predicted grades at interview</li> </ul>
<b>Practical &amp; intellectual skills (including any specialist knowledge)</b>	<ul style="list-style-type: none"> <li>• Knowledge of fundraising practices and the impact of that fundraising</li> <li>• Good attention to detail.</li> <li>• Ability to adapt to change</li> <li>• Confident communicator at all levels with excellent written and verbal skills</li> <li>• Good organisational skills</li> <li>• To be able to reflect on personal practice and make changes where required</li> <li>• Demonstrate an understanding of confidentiality and information governance</li> <li>• IT literacy</li> </ul>	<ul style="list-style-type: none"> <li>• Public relations and media engagement and management</li> <li>• A good knowledge Microsoft Office applications.</li> <li>• Excellent IT skills for data entry,</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>

<p><b>Disposition / attitude / adjustment</b></p>	<ul style="list-style-type: none"> <li>• Ability to foster good relationships and gain the confidence and trust of trustees, staff, volunteers, supporters, service users and other partners</li> <li>• Ability to develop successful relationships with supporters and stakeholders</li> <li>• Ability to work on multiple projects at one time, under pressure and to deadlines</li> <li>• Strong analytical skills and a creative non-judgemental approach to problem solving</li> <li>• An empowering style – valuing the contribution of others</li> <li>• To be ambitious and creative with the enthusiasm to grow the charity</li> </ul>	<ul style="list-style-type: none"> <li>• Confident manner, being able to engage with people at all levels</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>
<p><b>Health &amp; Physical</b></p>	<ul style="list-style-type: none"> <li>• Work shifts over 5 days Monday – Friday</li> <li>• Ability to work outside of normal working hours including weekends</li> <li>• Work flexibly according to the needs of the organisation</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>
<p><b>Circumstances</b></p>	<ul style="list-style-type: none"> <li>• Work shifts over 5 days, Monday-Friday</li> <li>• Ability to work outside of normal working hours including weekends</li> <li>• Work flexibly according to the needs of the service</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>
<p><b>Equal Opportunities</b></p>	<ul style="list-style-type: none"> <li>• Commitment to equal opportunity and social justice</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>

## MAIN BENEFITS TERMS AND CONDITIONS

**Annual leave:** The annual leave entitlement for a 37.5 hour per week post is 262.5 hours

**Healthcare Scheme:** all staff are eligible to access the Benenden Healthcare Scheme [www.benenden.co.uk](http://www.benenden.co.uk)

**Meals and drinks:** all employees and volunteers based at Pendleside Hospice can access meals if working over a meal time and drinks at no charge

**Notice period:** 3 months

**Parking:** all employees and volunteers can park for free at Pendleside Hospice

**Pension:** Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme. Employees joining Pendleside Hospice from the NHS may continue with their NHS pension

**Sick pay:** If the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months service	Two months sick pay at half-pay
From 12 months service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

## HOW TO APPLY

If you are interested in this position please complete the application form on the Pendleside Hospice website [www.pendleside.org.uk/jobs](http://www.pendleside.org.uk/jobs), referring to the job description and person specification.