



St. Francis Hospice

JOB DESCRIPTION

COMMUNITY EVENTS CO-ORDINATOR

GRADE V

PERMANENT CONTRACT

1 WTE

JOB REFERENCE: 2026 - 047

ISSUE DATE: JULY 2026

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1. JOB PURPOSE

The successful candidate will support the Head of Fundraising and in conjunction with the Community Events Team be responsible for ensuring that the fundraising activity is implemented and managed locally to deliver targets in line with the St. Francis Hospice Fundraising Strategy. To achieve this the person appointed will support and facilitate the development of volunteer/supporter networks and groups across the local area.

Specifically, the person appointed is responsible for supporting event management with the objective of raising capital and revenue funding for St. Francis Hospice in North Dublin City and County.

2. ACCOUNTABILITY

The position reports to and is accountable to the Head of Fundraising or other designated officer in all matters relating to the job. Specifically, the person appointed is responsible for supporting event management with the objective of raising capital and revenue funding for St. Francis Hospice in North Dublin City, County and beyond.

3. KEY DIMENSIONS

Direct reporting to the Head of Fundraising.

Working closely with the Community Events Team and wider Fundraising Team.

Key relationships that will influence the success of the role: members of the Community, Fundraising Team, volunteers and other SFHD Team members.

4. OPERATING ENVIRONMENT

Contractual Hours: 35 hours per week

Hours of work: Generally, 7 hours per day, Monday to Friday, 8.30am – 4.00 pm or 9am until 4.30pm. Details of starting and finishing times, which may vary in accordance with Hospice needs will be notified by your line manager. There will be times when you will be required to work outside of the normal office hours so flexibility is required.

Location: This position is based in SFH Blanchardstown.

However, SFHD operates across two sites: Raheny & Blanchardstown. In the interest of patient care and changing needs, candidates are required to be flexible and are obliged to carry out duties in any department or location of the Hospice or associated locations when required to do so by the Chief Executive Officer.



As St. Francis Hospice Dublin is an expanding service the demands for services can change and it will be necessary to meet these changes through the organisation. In such circumstances it may be necessary to review the work location for this post and, on behalf of the Board of Directors, the Leadership Team reserves the right to change the terms and conditions as necessary. However, notification will be given of any such changes.

Garda Vetting: The successful candidate will be required to satisfactorily complete the Garda Vetting process prior to a formal job offer being made.



5. SCALES, ANNUAL LEAVE & PENSION SCHEME

Salary Scale: Department of Health - Consolidated Salary Scale - (1st June 2026) – Clerical Grade V

52,757	54,336	55,945	57,591	59,246	61,175	63,110	LSIs
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Annual Leave: 28 days per annum.

Pension Scheme:

Your post, position, or office is pensionable for the purpose of the Single Public Service Pension Scheme (the “SPSPS”)

6. THE PERSON: QUALIFICATIONS, EXPERIENCE, KNOWLEDGE & COMPETENCIES

	Essential	Desirable
Qualifications	• Candidate must be educated to third level standard, A bachelor's degree (or equivalent) in areas such as: Event Management , Marketing, Business , Public Relations,	• Digital Marketing qualification • Fundraising training/certification • PR or Communications courses • Project Management training
Experience	• Have 3 year's experience in fundraising / event management/ public facing role or similar at a senior level. • Experience in and strong familiarity with all social media platforms. • Excellent computer skills particularly Microsoft Suite • Proficient using CRM's – customer relationship management system – including reporting. • Experience in and Strong understanding of 'Not for Profit' industry. • Excellent Interpersonal skills - proven written and verbal communication.	• Experience in Charity/ not for profit /Hospice /healthcare environment • Experience liaising, supporting and supervising volunteers
Other	• Full driving license • Flexibility	

CORE COMPETENCIES

- High level of English language and numeracy skills.
- Excellent interpersonal skills with proven written and verbal communication abilities.
- Strong donor stewardship and relationship management skills.
- Excellent organisational and administrative skills, with the ability to work under pressure and meet deadlines.
- Flexible and enthusiastic approach to work, with a strong determination to succeed. This role requires flexibility to accommodate evening and weekend work.
- Ability to work on own initiative, prioritise workloads, manage multiple tasks simultaneously, and demonstrate strong attention to detail.
- Ability to work effectively as part of a team, including staff and volunteers.
- Ability to identify potential issues and develop practical solutions.

- Demonstrates initiative, technical competence, forward thinking, and a commitment to meeting internal and external customer needs and satisfaction.
- Willingness to undertake training in all aspects of fundraising and provide support to other fundraising areas when required.
- Commitment to maintaining confidentiality and working in accordance with Hospice policies and procedures.
- Compliance with Hospice Health and Safety procedures.
- Participation in Hospice training and development programmes as required.

7. OUTLINE OF JOB DUTIES AND RESPONSIBILITIES

The role of the Community Events Co-ordinator includes but is not limited to:

- Supporting members of the public who wish to organise fundraising events for St. Francis Hospice Dublin.
- Responding to enquiries from the public, volunteers, and fundraisers via telephone, email, post, and in person, including responding to requests for information and sending out materials required for their event.
- Representing St. Francis Hospice Dublin at fundraising events, including evening and weekend functions where required.
- Steward and build relationships with fundraising groups and supporters to encourage and support people to fundraise for the Hospice, preferably on a consistent basis i.e. the conversion of one-off events into Annual Events (Golf Classic, Bridge Mornings, Pub Quizzes etc.).
- Organising the delivery of talks and presentations to local organisations i.e. schools, rotary clubs, parishes, etc, to increase awareness of and support for St. Francis Hospice Dublin activities.
- Providing supporters with fundraising ideas and facilitating opportunities to work with St. Francis Hospice Dublin.
- Attending local, regional and national fundraising activities and events as required.
- Supporting the development of the existing team of managers, staff and volunteers who attend events on behalf of the Hospice into a formalised team, ensuring maximum attendance and consistency in the information delivered regarding Hospice services and development plans.
- Ensuring the successful delivery of events organised by members of the public in the name of St. Francis Hospice Dublin.
- Ensures internal and external customer needs and satisfaction
- Ensuring that all events run in the name of St. Francis Hospice Dublin are cost-effective and contribute towards achieving annual targets and plans.
- Ensuring that local fundraising events, activities and collections are effectively planned, marketed and supported.

- Ensuring that all materials issued to event organisers are recorded and returned to the Fundraising Team following each event.
- Working in tandem with the Fundraising Team to support and assist in organising local activities such as collections, Car Draw and other fundraising initiatives where appropriate.
- Creating mailing lists for events and seeking support from groups such as golf clubs and companies, including conducting appropriate follow-up activity.
- Ensuring that accurate and up-to-date administrative and supporter event records are maintained, reviewed and analysed in conjunction with the Head of Fundraising.
- Providing reports and information on activities, performance, supporters and volunteers as required.
- Working in accordance with Hospice policies and procedures, while adhering to the Fundraising Strategic Plan and relevant charities legislation.
- Acknowledging and recording income in accordance with Hospice policies and procedures.

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM – EVENT MANAGEMENT

- Inputting event data into the CRM upon receipt and updating records as appropriate in compliance with GDPR requirements.
- Recording materials issued and acknowledgements referenced on the CRM.
- Reporting and resolving issues relating to the CRM.
- Implementing new and improved processes to streamline event administration (e.g. template letters, attachments and feedback processes).
- Ensuring that GDPR compliance requirements are met at all times.
- Producing CRM reports for Events as requested.
- Acknowledging and responding to online fundraisers. i.e. Facebook
- Running donation reports from third-party platforms i.e. Facebook, iDonate, Justgiving, and assigning serial numbers and batch payments within the CRM.
- Communicating with prospective event holders through Mailchimp and managing related communications.
- Dealing with supporter queries and resolving issues as appropriate.
- Coordinating acknowledgement letters for event holders.
- Liaising with the Accounts Department to identify and allocate payments accordingly.

SOCIAL MEDIA / WEBSITE – EVENTS

- Ensuring that all content is relevant, GDPR compliant and up to date, while supporting event activity and the organisational mission through creative and engaging posts.

- Managing content across all social media platforms for events, including event announcements and cheque presentations.
- Monitoring and responding to all event-related messages, comments and mentions across social media platforms.
- Ensuring that the Events section of the website is kept up to date and amended as required.

General

- Comply with the Mission Statement, Ethos and Values of St. Francis Hospice Dublin.
- Ensuring compliance with Health and Safety procedures in relation to all Hospice activities.
- Contribute to and comply fully with the St. Francis Hospice Dublin Safety Statement including safe working practice as laid down by the Safety, Health and Welfare at work Act 2005 and any other relevant legislation.
- Comply with the St. Francis Hospice Dublin policies relating to confidentiality and ensure confidentiality in all matters of information obtained during the course of employment.
- Adhere to the Policies & Procedures of St. Francis Hospice Dublin at all times.
- Actively engage in continuous personal development and learning.
- Present and act in a professional manner at all the times.

Carrying out any other reasonable duties, appropriate to the office which may be required from time to time by Head of Fundraising or other designated officer in all matters relating to the job.

The successful candidate will be required to update their knowledge and skills to fit the changing requirements of the post. Therefore, this Job Description is an outline of the current broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. It will be reviewed and updated in line with future needs.

The successful candidate will be required to maintain, enhance and develop their knowledge, skills and attitudes necessary to respond to a changing situation.

Signature of Job Holder:	Signature of Line Manager or Designated Officer:
Job Title:	Job Title:
Date:	Date:

