



Sheffield's Hospice

Volunteer Task Profile

Fundraising Telephone & Admin Assistant

Volunteer Lead: Individual Giving Manager

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

Available to: Volunteers aged 18+

Introduction

Join our team and make a difference – one call at a time.

Are you a people person with a warm heart and a great telephone manner? Do you love a good chat and want to make a real difference in your community?

We are looking for a friendly, compassionate volunteer to work with our lively Fundraising team, from our office at Little Common Lane.

You will speak to our incredible supporters that help us to raise the £10.5 million a year needed to keep our services running.

This role helps build strong relationships with our donors, offers gratitude for their support and encourages continued involvement in helping provide compassionate end of life care in Sheffield.

It's an exciting time for our Fundraising team, with our organisational strategy having just launched, we are looking to the future and how we can sustain and grow support for the Hospice for years to come.

What does this role involve?

- Making cheerful calls to thank our amazing supporters
- Sharing the incredible impact their donations are having and find out their motivations for supporting us
- Spreading the word about upcoming events and ways to get involved
- Helping with light admin tasks to support your calls
- Building meaningful connections – one conversation at a time!

No cold calling or pressure – just warm, genuine conversations with people who already care. Plus some helpful behind-the-scenes work that keeps everything running smoothly.

The suitable candidate should:

- Have a friendly voice and a kind heart
- Have great listening and communication skills
- Be confident and comfortable talking on the phone

- Have basic computer skills for simple admin tasks

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.

Benefits

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

- Be part of a lively, aspirational Fundraising team
- Boost your confidence and communication skills
- Flexible hours that work around your schedule
- Full training and ongoing support – we're with you every step of the way
- 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
- Training provided

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

To apply, please complete our online application form; [St Luke's Volunteer Application Form](#). One of our Fundraising Managers will then give you a call for an informal chat. For more information on the role, please contact:

Laura Martin, Individual Giving Manager: l.martin@hospicesheffield.co.uk / 0114 235 7524