

Richard House Children's Hospice

About us

Richard House Children's Hospice helps children and their families in East London to lead as happy a life as possible when dealing with a life-limiting health condition. From the moment a child is diagnosed with a life-limiting, life-threatening or complex health condition everything changes. These changes affect the whole family, which is why we feel it is vital not only to provide care to the child but to support the whole family.

We support around 300 families each year, offering an array of much needed services. These include residential care, step-down care to help families take the step between hospital and home care enabling them to care for their child at home, music therapy to help a child with sensory needs to communicate through sound and bereavement support for all the family.

As a charity, we provide support free of charge to our families and the majority of our services are funded thanks to the generosity of our supporters.

Services we provide:

- A clinical nursing care service based on individual need
- Management of symptoms
- Overnight short breaks (respite)
- Therapeutic support: counselling, play, art and music therapy
- A range of support groups for families
- Social activities and projects to help children and young people to develop confidence
- A transition service that supports young people and their families through the move to adults' services
- Step-down care from hospital to home
- Care at the end of a child's life
- Bereavement care and support

Role details

Role title: CRM and Supporter Care Officer

Contract type: Interim (6-month contract), with the option to go permanent

Salary: £30,000 - £35,000 FTE

Reports to: Director of Income Generation

Full-time: 37.5 hours per week. To include occasional evening and weekend working where required.

Location: Hybrid / Richard House Children's Hospice, Richard Drive, London E16 3RG.
Minimum of 3 days a week onsite with additional travel to meet with donors, funders and partners as needed.

Richard House is located on the edge of the Docklands in Beckton, we are close enough to the city for easy access, but we are far enough away that you can enjoy the peace and tranquillity of our award-winning gardens and woodlands.

Our nearest station, Royal Albert DLR, is a few minutes' walk from us and there are a number of buses which run close by which connect us to Canning Town and East Ham. We also have free car parking available within the grounds.

Benefits

- Flexible working
- Annual holiday allowance of 27 days, increasing to 29 days after five years' service
- Pension scheme offering 7% employer's and 3% employee's contribution
- Employee assistance programme
- Life Assurance
- Enhanced maternity pay scheme
- Option to continue existing NHS pension (subject to meeting criteria)
- Occupational sick pay scheme
- A supportive team with a commitment to CPD

Role purpose

The CRM and Supporter Care Officer will be responsible maintaining and updating the charity's CRM database (Raiser's Edge), ensuring it effectively supports fundraising management, and key operational areas. The role will also have wider responsibilities, including supporting fundraising events and in the cultivation and stewardship of the charity's donors, partners, funders and supporters.

CRM Management:

- Maintain and update the CRM to ensure accurate records, including all fundraising transactions e.g. applications, donations, and prospects.
- Ensure the CRM effectively supports fundraising, donor management, and other key operational areas.
- Generate reports, insights, and data selections as needed.
- Monitor data quality by regularly creating and executing processes to cleanse and standardise data in the CRM.
- Assist in data capture and gathering to support fundraising compliance & applications.

Fundraising Support and Supporter Care:

- Provide stewardship to supporters connected with the charity, which could include beneficiaries, corporate partners, donors, funders or volunteers.
- Support the development of supporter/individual giving mechanisms and appeals, and delivery in conjunction with the wider team, providing admin co-ordination and support.
- Respond to supporter enquiries in a timely manner.
- Organise and send thank you letters and supporter communications.
- Support the fundraising team in managing and delivering fundraising events, both community-based, corporate, cultivation and third-party.
- Support in the overall delivery of the fundraising strategy, contributing to grant writing, and donor/partner/funder relationship building as required.

Professional responsibilities:

- Maintain confidentiality.
- Work within the policies, procedures and guidelines of the hospice, in accordance with statutory requirements, and to best charity fundraising and communications practices.
- Be familiar with fire, emergency and safety regulations, ensuring compliance across all fundraising and communications activities and events.
- Maintain good working relationships with other members of the hospice staff and volunteers.
- Undertake any training in line with the hospice's policies.
- Keep up to date with sector best practices and legislation.
- Conduct yourself in accordance with hospice values, and to be a good ambassador for the hospice.
- **Data Protection:** You are required to control and process data held on computer. This must be undertaken lawfully in compliance with the UK's GDPR and Data Protection Act. Breaches of confidentiality in relation to confidential, personal or sensitive data will result in disciplinary action, which may include dismissal.

This role description is subject to periodic review and amendment.

Person specification

Essential experience and skills:

- Experience of using CRM systems, ideally Raiser's Edge or similar.
- Experience in a customer service or support role.
- Broad understanding/knowledge of the main fundraising streams.
- Excellent organisational and administrative skills, with close attention to detail, the ability to multi-task and prioritise responsibilities.
- Ability to work independently and as part of a team.
- Understanding of fundraising principles and practices.
- Experience of working with volunteers would be beneficial but not essential.
- Good relationship building skills.
- Ability to respect confidentiality.
- Ability to remain positive and constructive under pressure and to embrace feedback.
- Good working knowledge of IT, including Microsoft Office, databases, and digital platforms.

How to apply

Richard House Children's Hospice is working with Charisma Charity Recruitment.

Applications should be submitted through the [Charisma website](#), and include:

- A comprehensive CV

For an informal and confidential discussion about the role, please contact:

Katherine Anderson-Scott, Associate Director of Charisma Charity Recruitment on 01962 813300 or email info@charismarecruitment.co.uk

We welcome and encourage applications from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age, veteran status or other category protected by law.

Closing date: 4th September 2025

Due to the nature of the role, Charisma will be reviewing applications and actioning on a rolling basis. Candidates with availability and/or notice periods of a month or less are actively encouraged to apply.