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**Job description**

**Job title:**  Community Fundraising Officer

**Location:**  Remote with travel across the North of the UK

**Department:** Development

**Reporting to:** Community Fundraising Manager

**Direct reports:** Volunteers and Supporters

**Salary:** £27,000 - £28,000 per year

**Main purpose of role:**

We are seeking a highly motivated and organised individual to join our team as a Community Fundraising Officer.

In this role, you will be an integral member of the Events and Community Fundraising Team. You will work closely with a team of field-based colleagues providing support, ensuring the growth of income and development of long-term relationships with supporters.

Your responsibilities will include supporting the Community Fundraising team, with administration as well promoting fundraising products and campaigns, providing an inspiring supporter journey to our fundraisers, and handling and reporting on data.

You will have the opportunity to learn community fundraising skills, multi-channel marketing and supporter journey techniques as well as developing strong admin processes which support the growth of income across the team.

In this role, you will need to be self-motivated and adaptable to the needs of a fast-moving team and workload. Autonomy and creativity will be vital. As the face of the charity, building strong relationships with colleagues and supporters will be essential, as you collaborate with different teams and stakeholders.

You will be responsible for providing a fulfilling and memorable experience to valued supporters. Travel within the region will be required to meet with our supporters, the wider team and assist at events throughout the year (this may include some evenings and weekends).

# Main tasks and responsibilities

1. **Fundraising** **Support**

* Check current platforms to collate daily registrations and assign to appropriate region
* Manage Facebook donation report through GivePanel
* Monitor Community Fundraising email inbox, contact supporters and fulfil fundraising pack requests
* Assist with the regional running portfolio and steward runners
* Answer and respond to enquiries on the fundraising hotline
* Assist the community fundraising team with admin, marketing, and stewardship
* Manage our offline fundraising materials through our fulfilment partner, ordering replacement materials when needed
* Contribute content for regional social media
* Ensure all fundraising activities operate within best practice, regulatory guidelines and comply with health and safety requirements
* Act as a champion for fundraising compliance across the organisation, including ensuring adherence to the Fundraising Regulator’s Code of Fundraising Practice, the General Data Protection Act and other relevant legislative requirements

**2. Build and maintain strong fundraising relationships**

* Work within national Muscular Dystrophy UK policies, procedures and adhere to legal frameworks.
* Ensure that supporter records are accurate, up to date and are accessible
* Ensure that you work collaboratively and constructively providing administrative support to the Community Fundraising team.
* Build relationships internally, at all levels to ensure the work of the Fundraising team is understood and actively supported by other teams.
* Produce management and fundraising reports on daily/weekly/monthly basis.
* To assist the wider Events and Community Fundraising team during peak periods and to carry out any other reasonable tasks assigned by the line manager.

**2. Provide support and stewardship for key fundraising supporters**

* Provide fundraising stewardship and support in the regions to members of the public who enquire, via phone, mail and email, and encourage their support
* Work with the Community Fundraising Manager to proactively seek new supporters and build relationships within your areas of responsibility
* Assist the Community Fundraising Manager in developing supporters by carrying out welcome, stewardship and prospect calls
* Ongoing usage of Microsoft Dynamics database to support a high level of support to our supporters.
* Provide stewardship for local fundraising groups, branches and volunteers
* Provide stewardship for third party eventers and trekkers as appropriate

**3. Volunteer management**

* Support with the management of any regional volunteers.

**Values and behaviours**

1. A positive attitude and approach that reflect the charity’s values.
2. To contribute to the development of the charity and the fundraising team.
3. A commitment to and an understanding of disability issues, equal opportunities and diversity.

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| . Experience |  |
| * Experience in customer/supporter service | Essential |
| * Experience of project management from concept to completion | Desirable |
| * Experience of recognising and acting on opportunities to develop new approaches or products, developing objectives and driving change | Desirable |
| * Experience of using databases and producing reports | Desirable |
| * Experience of using Canva | Desirable |
| * Experience of working across an organisation | Desirable |
| * Experience of working within the charity sector and ideally within Fundraising | Desirable |
| 2. Personal qualities and knowledge |  |
| Committed, self-motivated and hard working | Essential |
| The ability to think creatively and challenge the status quo | Essential |
| Planning - The ability to develop and implement clear and robust plans for self and others to follow. | Essential |
| * Leadership - The ability to set instructions whilst empowering others to accomplish tasks. Demonstrates flexibility by adopting a management style to the given situation. | Essential |
| Organisational skills - The ability to manage own time and tasks effectively. Taking an approach that is results orientated and systematic making you personally effective in managing own workload | Essential |
| * Ownership and accountability - The ability to accept responsibility for own area of work, identifying critical elements and working in a pro-active/solution focused way to achieve. | Essential |
| * Teamwork - The ability to accept responsibility for own area of work, identifying critical elements and working in a pro-active/solution focused way to achieve. | Essential |
| * Communication - The ability to represent Muscular Dystrophy UK effectively and professionally. Produces clear and effective communications appropriate to the audience, utilising the most appropriate channel and in keeping with brand guidelines. | Essential |
| Self-Development - The ability to constantly challenge and improve self and others demonstrating ambition for self and charity to achieve goals. | Essential |
| * Volunteers and supporters - The ability to work effectively with volunteers and supporters to deliver business goals. Recognises the value and contribution of volunteers and supporters – empowers others through provision of support, coaching and training. | Essential |
| IT literate including use of Microsoft Office | Essential |
| 3. Details |  |
| Hours – 35 per week |  |
| * Holidays – 25 days |  |
| * Full Clean Driver’s Licence is essential |  |