

## THE SICK CHILDREN'S TRUST

### Job Description

Job Title: Community Fundraising Officer  
Contract: Permanent  
Hours: 37.5 per week  
Location: Head Office – Worship Street, EC2A.  
Reports to: Community Fundraising Manager



### Job Purpose

To work with the Community Fundraising Manager to maximise community fundraising income opportunities and awareness of the charity to achieve results in fulfilling our fundraising strategy and organisational vision.

### Key Responsibilities

- Increase the income of The SCT through supporter events, community fundraising and campaigns.
- Responsible for managing the relationship and providing a supporter journey for all events in the South.
- Ensure that all supporter events are on the fundraising calendar and that the calendar is up to date and accurate.
- Ensuring all supporters are thanked for donations promptly and in line with our thanking policy,
- Support house staff with in-house fundraising initiatives.
- To maintain the strong network of donors and continually seek to develop it to broaden the organisation's supporter base.
- Manage and develop The Sick Children's Trust's Lottery Scheme.
- Provide support to the Community Fundraising Manager with all aspects of the community role.

### Events

- Responding to enquiries, sending out fundraising packs and liaising with supporters who have undertaken to arrange events for us in the South.
- Provide support for fundraising events and activities in the South.
- Communicate with PR team to ensure maximum press and social media coverage is obtained for The SCT following Community Fundraising activities.
- Communicate with all supporters in line with The Sick Children's Trust's Supporter Journey.

### Individual Supporters

- Build on existing relationships by keeping donors informed of developments within the organisation.
- Manage The Sick Children's Trust collection boxes nationwide.
- Ensure that all individual donors are thanked.

### House Support

- Support House staff with their fundraising events and ideas.

### Other

- Liaise with House Managers, other SCT staff and contacts to maximise opportunities to ensure that all donors and potential donors are identified and nurtured to get them involved in raising funds to increase income from community sources
- Acknowledge and update online Fundraising Pages for Supporter Events and cross check with Community Fundraising calendar.
- Send out merchandise to supporters.
- Work to agreed departmental and personal target.

### Fundraising Administration

- Take responsibility for own administration, including filing, adhering to existing systems as well as developing new ones as needed.

- Respond to donations in a formal and timely manner, prioritising thank you letters over other work if necessary.
- Handle a broad range of enquiries from supporters, by telephone and post.
- Maintain accurate and up-to-date records using agreed systems, including The SCT's *donorflex* database.
- Support fundraising colleagues in a professional and considerate manner including attending team meetings, communicating effectively and working closely as a team.

### Reporting

- Take direction on projects and priorities, which may vary from time to time.
- Provide regular reports for the Head of Fundraising.

*Duties may vary from time to time with development of the post. The post holder will be required to carry out such duties as receiving general telephone enquiries and dealing with general office administration as befits a small office environment.*

## **Person Specification**

**Key:** (E) = Essential (D) = Desirable

### **Experience**

- A minimum of 12 months experience within a community fundraising role **(E)**
- Knowledge and experience of increasing support of donors, by nurturing and developing them **(E)**
- Experience of managing a varied workload effectively, planning and organising a number of projects at one time to set timescales **(E)**
- Experience of working effectively without close supervision, dealing with problems as they arise **(E)**
- Experience of using charity databases **(D)**

### **Abilities & Skills**

- Able to express oneself well in writing, placing strong emphasis on spelling and grammar **(E)**
- Able to communicate clearly, assertively and sensitively, working with a wide range of people at all levels both in writing and verbally **(E)**
- Able to prioritise workload and manage own time effectively to meet deadlines while ensuring good working relationships with both donors and SCT staff **(E)**
- Able to plan and organise projects seeing them through to a successful conclusion **(E)**
- Able to work as an effective, positive contributing member of a small team **(E)**
- Able to work effectively without close supervision, dealing with problems as they arise **(E)**
- Considerate and diplomatic in dealing with others **(E)**
- Use initiative to perform tasks well **(E)**

### **Knowledge**

- Knowledge of Microsoft Office software is essential, in particular Word, Excel, Outlook **(E)**
- Knowledge of Adobe Indesign software **(D)**

### **Education/Training**

- Educated to at least A-level standard, preferably including English **(E)**
- Degree **(D)**

### **Other requirements**

- Positive outlook and flexible approach to working **(E)**
- Committed to SCT objectives and goals with a conscientious approach **(E)**
- Results orientated approach to working **(E)**

### **Circumstances**

- Commitment to working within the principles of the Equal Opportunities Policy **(E)**
- Represent The SCT according to values of the organisations **(E)**
- Available to work occasional evenings and weekends when necessary **(E)**