



Community Fundraising Officer

December 2024



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ABOUT US: OVACOME BACKGROUND

Ovacome was founded by Sarah Dickinson in 1996. Sarah found it extremely difficult to find any information after she was diagnosed with ovarian cancer and during her treatment. She was determined that other people should not have to experience what she had, and so she created a community of those affected by ovarian cancer. Sarah wanted others diagnosed and their loved ones to be able to access clear, reliable information and support. The work we do today still reflects her vision.

Ovacome is the UK's national ovarian cancer support charity. We have been providing free information and support to anyone affected by ovarian cancer since the charity was formed in 1996 by ovarian cancer patients themselves. Our core services currently include:

A support line, available via telephone, email, or online instant web chat, an anonymous 24-hour online support forum, PIF TICK accredited information booklets in print, or digital format, monthly virtual and in-person peer support groups including under 45s, stoma support, bereavement, monthly clinical talks and webinars by medical and health professionals, online workshops, including crafts, exercise and yoga to promote relaxation, wellbeing and friendship, Health and Wellbeing days across the UK with talks and workshops on issues like fatigue and peripheral neuropathy, exercise pre-and-post surgery, dietetics, and bowel management, a magazine three times a year full of up-to-date information.

We are very active in raising public awareness and educating healthcare professionals about the signs and symptoms of OC, to improve outcomes for those affected. Since 2014, we have trained over 11,000 medical students and clinicians who work in gynaecology oncology through our Patient Experience in Practice programme.

We advocate for OC patients to NHS decision makers, the clinical cancer community and politicians. We are inspired and guided in this by the Ovacome community and our 5,500+ members.

Our services have been recognised through a number of national award nominations as excellent; we were shortlisted in the top 3 UK Health Charities in the 2022 Civil Society Charity Awards for our work to reduce health inequalities in OC treatment and support. We were also recognised as the



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BBC 4 All in the Mind national awards for our work towards improving mental health and reducing isolation for those diagnosed with OC.

We are at an exciting point in the growth of the charity. We have expanded our service provision over the last few years and continue to innovate in the delivery of cancer support. For this role the successful candidate will be committed to helping us achieve the best outcomes and support for those affected by ovarian cancer. You will be efficient, reliable and will work pro-actively and collaboratively across the team. As a Community Fundraising Officer, you will support us across a range of fundraising areas, be a key team player in a small organisation, and provide incredible support to our fantastic fundraisers. You will need to be able to work collaboratively as well as on your own. You will need to have good attention to detail as you will undertake many administrative fundraising tasks including donation processing and keeping our database updated. We are looking for a candidate who is a confident self-starter, is approachable and friendly, has a natural enthusiasm for building relationships and delivering the highest levels of supporter care.

We will provide you with training and will support you to develop professionally within areas of work that are of interest to you.

Role

Community Fundraising Officer

Permanent contract

- *Reporting to Community and Challenge Fundraising Manager*
- *Pay £25,248 - £28,212 per year (full time), pro-rata if part time. All our salaries are benchmarked based on the requirements of the Role Description and comparable roles in the charity sector. Salaries are subject to an annual review; we also award an annual cost of living increase.*
- *Hours: 28 hours (part time) to 35 hours (full time) per week. We offer flexible hours to accommodate caring responsibilities.*
- *Location - Either working from home or from our London office.*

If working from home you must have a quiet working space during your working hours where confidentiality is guaranteed, you will be required to work occasional evenings and weekends and travel to other parts of the UK in the course of your duties for meetings or community and fundraising events. If working from home, you must live within a 1.5 hour journey of London. This role will require you to travel to either London, or our events elsewhere once a month (on average), we reimburse all travel and expenses.

If working from the Office the role will attract an additional payment of £300 per month as London Weighting.

- *6-month probationary period*



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Job Description

Key Tasks:

To play a key role in the development and delivery of Ovacome's community fundraising activities, to secure funding for our programmes, projects and core organisational costs. You will increase community engagement with Ovacome's work and build relationships with individuals and groups across the UK, supporting them to raise funds for our services by organising their own fundraising events and donating to the charity. You will help to shape Ovacome's annual fundraising campaigns and collaborate with our communications team to identify inspiring stories to promote greater awareness of the organization. You will work with all staff to ensure we are delivering an exceptional supporter experience. You will assist with fundraising and community events.

Key activities/ tasks/ responsibilities:

Community events

- Deliver excellent supporter care to ensure fundraisers are motivated to achieve (and where possible exceed) their fundraising targets, feel valued and build engagement with Ovacome.
- Be the key point of contact for community fundraisers and event participants via phone calls, emails and face-to-face meetings.
- Help our growing supporter base, many of whom organise events themselves, to raise both funds and awareness of ovarian cancer. Where appropriate, you will help to organise and then attend these events to represent the charity.
- Conduct research to develop Ovacome's community fundraising offering nationally and regionally. Build a sense of community amongst our fundraisers.
- Attend local community events to encourage support amongst new audiences, suggesting locally and culturally appropriate fundraising options for the different communities you meet.
- Maintain (and update) Ovacome's supporter pack and develop other fundraising resources.
- Provide administrative support to the Community and Challenge Fundraising Manager.

Fundraising events

- Organise fundraising events such as raffles and online auctions.
- Manage and maintain accurate records of participants and supporters.
- Keep a record of all materials sent out for fundraising activities.
- Assist and represent Ovacome at external events, including set up and break down.
- Speak about Ovacome's work and the impact of fundraisers' support at fundraising events.
- Carry out post-event evaluations with the team.
- Other duties as may be reasonably required.



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Financial & Administrative

- Maintain Raiser’s Edge (the charity’s CRM database) and update it with all information regarding individual giving and community income. Ensure the accurate management and recording of income from online and offline giving and acknowledge gifts (thank you letters and certificates).
- Ensure Ovacome’s Administrative team is provided with the information required for coding donations.
- Manage Ovacome’s online shop by fulfilling orders and maintaining stock levels.
- Manage Ovacome’s digital fundraising platforms including Facebook fundraisers and Twitch.
- Work within our GDPR guidelines and Ovacome’s policies and procedures.
- Other duties as may be reasonably required.

Digital & Communications

- Work with the Communications team to develop and deliver effective and engaging social media and magazine content to promote fundraising events and activities.
- Write content for Ovacome’s magazine, community newsletter, website and social media channels (in collaboration with our Communications team).
- Help to shape Ovacome’s annual fundraising campaigns.
- Identify potential media stories and case studies to further promote awareness of our work.
- Work with the Communications team to support them to keep the website up to date and factually accurate.
- Ensure all information about Ovacome on all fundraising platforms is accurate and up to date.

Person Specification

You should be able to demonstrate and provide evidence of your ability to meet the criteria listed. These will be tested further at the interview stage.

We would be happy to consider applications from those with a caring or parenting role and to consider flexible working to accommodate the right candidate.

Both internal and external training will be given to the successful candidate. You will have the opportunity to shape this role and to play an integral role within our organisation. We want someone with ideas and the ability to see them through to fruition in this post and you will be given the support to grow professionally.

	Essential	Desirable
At least 6 months experience of providing great customer service or supporter care. This can be voluntarily or within a paid role.	✓	
An understanding or experience of the charity sector.		✓
Fully committed to working with us to ensure the best support and information is available to those affected by ovarian cancer.	✓	
Compassionate, empathetic and non-judgemental approach to all service users.	✓	



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Fantastic interpersonal skills, the ability to build rapport with people.	✓	
Demonstrable evidence that you pay excellent attention to detail.	✓	
Confident in the use of Microsoft Office and Excel. Strong administrative and numerical skills.	✓	
Confident communicator with excellent standard of both written and verbal English.	✓	
Excellent organisational and time-management skills with the ability to prioritise.	✓	
Ability to analyse both quantitative and qualitative data.	✓	
Self-motivated and able to use initiative.	✓	
Willingness to work as a part of a team and on your own successfully	✓	
A healthy work/life balance and the skills to seek support from colleagues when you need it.	✓	
Willingness to accept responsibility for your work and able to evidence that you have met targets.	✓	
Available to work some evenings and weekends when required for events. Time off in lieu will be provided.	✓	
Relevant experience and/or knowledge of fundraising.		✓
Experience of any or all the following platforms and systems: Raisers Edge, Canva, Asana, Monday.		✓
Familiarity with social media platforms and livestreaming services including Facebook, Instagram, TikTok, X, Twitch.		✓
Ability to take photos and videos, to capture content for and to update the charity's social media channels.		✓
An understanding of prompt engineering and ability to use AI platforms to enhance administrative and communications tasks.		✓
Experience of event planning and/or management.		✓
Understanding of Data Control measures and GDPR.		✓

HOW TO APPLY

For further details or for any questions relating to the role please contact: Ovacome on 0207 299 6654, or email ovacome@ovacome.org.uk.

To apply please send your CV and a supporting statement (of no more than two sides of A4) clearly outlining why you are interested in the role and how you meet the person specification to ovacome@ovacome.org.uk.

Rolling deadline for applications, we will be conducting interviews on a rolling basis and will recruit as soon as we find the right person, so please do not delay in submitting your application.

The interview process will be two stages:

1. A short 30-minute initial interview via Zoom. To be organised at a mutually convenient time.
2. A full 45-minute interview via Zoom with an administrative task (60 mins in total). Dates TBC.