



JOB DESCRIPTION

Job Title	Community Fundraising Engagement Manager
Reports to	Senior Community Fundraising Engagement Manager
Contract duration	Permanent (full time)
Location	Hybrid – homebased and with regular travel to our Head Office in Cheam and Civil Service sites across the UK as required
Role Purpose	
<p>The Charity for Civil Servants sits at the heart of the UK Civil Service. While we can't always prevent the tricky, stressful, sad stuff from happening, when it does happen, we help current, former and retired civil servants get the best support.</p> <p>The post holder will work directly with UK Civil Service departments, community groups, and individuals at all levels, both in person and online, playing an important role in delivering and shaping fundraising and income generation for the Charity for Civil Servants.</p> <p>This is an exciting opportunity for an experienced and innovative fundraiser and confident communicator with a track record of delivering against income targets. This role will suit someone who is proactive, commercially focused, and has strong account management, planning and organisational skills and who is driven to make a genuine impact.</p>	
Measures of Success	
<p>Success in this role will be measured by:</p> <ul style="list-style-type: none">• Income growth targets.• Building effective relationships to drive fundraising outcomes.• Retaining support and building loyalty.	



Key Responsibilities	Weighting (%)
<p>Grow income through Community & Relationship-led Fundraising</p> <ul style="list-style-type: none"> • Be a visible lead for community fundraising across designated Civil Service departments, agencies, and locations. • Build strong relationships with civil servants, departmental networks, and local champions to maximise fundraising and engagement opportunities. • Identify, develop, and deliver community fundraising initiatives tailored to Civil Service audiences and organisational culture. • Develop long-term relationships with key Civil Service stakeholders, senior champions, volunteer groups, and supporter communities. • Drive the pipeline of opportunities across departments, events, and fundraising activities. • Provide excellent stewardship to supporters, ensuring they feel valued and motivated to continue their support. 	<p>50%</p>
<p>Deliver Engagement & Awareness Activity</p> <ul style="list-style-type: none"> • Deliver engaging presentations, briefings, and awareness sessions (online and face-to-face) across Civil Service regions and departments. • Represent the charity confidently at meetings, staff events, and stakeholder gatherings to increase visibility and understanding of our work. 	<p>15%</p>
<p>Support, Mobilise & Empower Volunteers</p> <ul style="list-style-type: none"> • Recruit, support, and motivate volunteers and workplace champions within departments to run fundraising and awareness activities. • Provide guidance, training, and materials that enable volunteers to confidently represent the charity. 	<p>15%</p>



<p>Work Collaboratively Across the Charity</p> <ul style="list-style-type: none"> Collaborate with the Head of External Affairs, Communications team, and other external-facing teams to ensure joined-up engagement and consistent messaging. Work closely with the Senior Community Fundraising Engagement Manager to shape the infrastructure, systems, and governance needed for successful community fundraising. 	<p>10%</p>
<p>Continuous Improvement & growth</p> <ul style="list-style-type: none"> Identify emerging opportunities and propose new approaches to increase reach, engagement, and income across the Civil Service. Share insight from departments, stakeholders, and volunteers to help shape strategy and improve the charity's offer. Support evaluation of campaigns, events, and activities to drive learning and refinement. 	<p>10%</p>
<p>Other Responsibilities</p>	
<ul style="list-style-type: none"> Monitor and report on performance by sharing updates on KPIs, activity progress, and developments during team meetings, reviews, and planning discussions. Maintain accurate supporter data by updating relationships, activities, and opportunities within the CRM in line with internal standards. Work in line with organisational policies and procedures, including safeguarding, fundraising regulation, financial processes, and operational guidance. Demonstrate and role-model the Charity's values and behaviours in all internal and external interactions. Comply with data protection and confidentiality requirements, ensuring supporter, volunteer, applicant, and staff information is handled securely and legally. Participate in staff meetings, training, and charity events as required, including occasional out-of-hours attendance (with TOIL provided). 	
<p>Skills and Experience</p>	
<ul style="list-style-type: none"> Significant experience in senior community fundraising, corporate partnerships, or new business development within the charity sector. 	



- **Strong account management skills** with the ability to build rapport, nurture relationships, and adapt communication for different audiences and stakeholder levels.
- **Excellent planning and organisational capability**, with the ability to manage multiple priorities, meet deadlines, and deliver individual and team income targets.
- **Effective written and verbal communication**, with strong influencing and negotiation skills.
- **Proven success in securing new business**, cultivating new supporters, and developing long-term relationships.
- **Experience delivering presentations** to senior stakeholders and large groups, both online and in person.
- **Proactive, motivated, and solutions-focused**, with an ability to use initiative and drive projects forward.
- **Strong commercial awareness**, demonstrating a track record of meeting or exceeding income targets and assessing return on investment.
- **Able to work autonomously**, taking ownership of objectives and delivering to agreed targets.
- **Collaborative team player**, contribute positively to shared goals and team culture.
- **Strategic thinker** who remains effective under pressure and can respond calmly to competing demands.
- **Strong IT skills**, including Microsoft Office, with CRM experience desirable.

Additional information

This job description is not intended to be exhaustive, and the role holder may be asked to carry out other duties commensurate with the role.