

JOB DESCRIPTION

Community Engagement Officer

Reporting To	Events & Communities Manager
Line Management	None
Work Location	Primarily based at our Guildford site (GUI 1TU) with flexible work options in Farnham, and at home working.

About Us

Challengers is a charity dedicated to transforming the lives of disabled children, young people and their families through the power of play. We provide safe and inclusive spaces across the South East where disabled children aged 4-18 can come together to have fun, make friends and learn valuable life skills, while giving their families essential respite from care responsibilities.

Our Vision

A world where all children and young people can play together, freely

Our Mission

To transform the lives of disabled children, young people and their families through the power of play.

Our Approach

- Truly Inclusive
- Serious about Play
- Person-centred
- Trustworthy
- Ambitious Together
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Your Role

As Community Engagement Officer, you will play a vital role in growing community, volunteer engagement and supporter relations to help transform the lives of disabled children, young people and their families.

Working within a passionate and collaborative Fundraising and Advocacy team, you'll take the lead on building relationships with local community groups, supporting grassroots fundraising initiatives, and nurturing long term relationships with donors and supporters.

This role is key to expanding Challengers' reach and income in an area with exciting potential for growth. Together with the Events & Communities Manager, you'll deliver ambitious income targets, raise awareness of Challengers' work, and ensuring every supporter, donor, and volunteer feels inspired and

valued.

Duties and Responsibilities

Community Fundraising: 50%

- Deliver on the Community strategy and grow the Community fundraising pipeline – building strong, positive relationships with schools, community groups, golf clubs, and other local networks to hit your income target.
- Be a confident, outgoing presence in the community, representing Challengers at public events, using your people skills to inspire others to get involved and support Challengers' mission.
- Plan and deliver Challengers' community-style fundraising events (e.g. street collections), managing everything from marketing and logistics to event delivery and post-event evaluation.
- Support third-party and external fundraising events, offering guidance, materials, and event-day support to ensure success.
- Build and maintain strong relationships with community and corporate supporters, volunteers, and event participants.
- Ensure everyone involved in Challengers' community fundraising and volunteering feels valued, supported, and connected.

Volunteer Management and Recruitment: 25%

- Manage and grow an engaging programme of volunteer events and opportunities.
- Recruit, onboard, and retain a diverse group of dedicated volunteers.
- Prepare and distribute volunteer briefings ahead of events and activities.
- Attend volunteer-led events to offer support and strengthen volunteer relationships.
- Develop clear processes, guidance, and training for volunteers in line with organisational policies and procedures.

Individual Giving/Supporter Care: 25%

- Support the delivery of Challengers Individual Giving programme helping to nurture, retain and grow our community of supporters
- Coordinate stewardship activities across individual donors, regular givers, and community lottery players including thank you communications, impact updates, recognition and engagement activities
- Produce reports and insights on supporter engagement and giving to help inform future fundraising and stewardship
- Working with our colleagues in communications, develop supporter journey's that encourage long term engagement, repeat giving and participation across fundraising activities

General

Maintain accurate supporter records on the charities CRM, ensuring all donations, interactions and communications are recorded promptly and in line with GDPR requirements

This is not an exhaustive list – no job can be fully defined in one neat list. We will be looking for flexibility to carry out other duties as may be responsibly required by your line manager to meet the changing needs of the team.

This role requires a flexible approach to working hours, including occasional evening and weekend attendance at events, community activities and fundraising initiatives. A full UK driving license with access to a vehicle.

PERSON SPECIFICATION

Community Engagement Officer

For this role, you will have:

- Knowledge and understanding of or the willingness and commitment to develop knowledge of fundraising principles, law, regulations and good practice processes and techniques.
- Awareness of key fundraising approaches, particularly in community and corporate fundraising, events and volunteer engagement.
- Experience in fundraising and working with volunteers, including successful events and/or campaigns – ideally within the charity or nonprofit sector.
- Evidence of meeting and exceeding income targets through focused fundraising activity.
- Skilled in building and managing stakeholder relationships across internal and external audiences.
- Confident in creating compelling fundraising marketing materials and supporter journeys, with a strong focus on excellent supporter care.
- Comfortable in delivering talks or presentations to small and/or large groups.

- Comfortable using data and insights to manage pipelines, evaluate outcomes, and juggle multiple priorities in a deadline-driven environment.
- A proactive self-starter with strong project management and organisational skills, able to take ideas from concept through to successful delivery.
- Excellent interpersonal and communication skills, with the ability to build rapport and clearly convey ideas to a wide range of audiences – both virtually and in person.
- Confident using MS Office, CRM systems (ideally Salesforce), and digital tools including Canva, WordPress, Dotdigital, and social media platforms such as Facebook and Instagram.