

Job title:	Community Fundraising Officer
Location:	Head office, London SE1 (Hybrid working)
Department:	Development
Reporting to:	Community Fundraising Manager
Direct reports:	Volunteers and Supporters
Salary:	£26,000 per year

Main purpose of role:

We are seeking a highly motivated and organized 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 providing administrative support to the Events and Community Fundraising as well as supporting their fundraising products and campaigns, providing inspiring recruitment and support to 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 across the charity 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 UK may be required to meet with the wider team and assist at events throughout the year.

MAIN TASKS AND RESPONSIBILITIES

1. Fundraising Product Support

- Assist on a varied portfolio of innovative community fundraising products, through admin, marketing, supporting analysis and updating of each product as and when needed
- Supporting stewardship for fundraising products, also assisting with stewardship for the events team when needed.
- Ensure all key stakeholders are involved in decision making and objectives are met.
- To maintain the website ensuring pages are up to date and correct across all fundraising products.
- Help create branded fundraising materials and manage our offline fundraising materials through our fulfilment partner, ordering replacement materials when needed

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 in person, 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
- Work in close collaboration with Moving Up intern role to research local opportunities for partnerships with local community corporates

3. Volunteer management

- Support with the management of any regional or office-based 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.

. 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 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 Raisers Edge and Microsoft Office preferable	Essential
3. Details	
• Hours – 35 per week	
• Hybrid working – attendance in our London office is required for a minimum of 2 days per week	
• Holidays – 25 days	