THAMES VALLEY AIR AMBULANCE

JOB DESCRIPTION

JOB TITLE	Community Fundraising Officer
DEPARTMENT	Fundraising
REPORTS TO	Head of Fundraising
SALARY BAND	£26,227.50 - £28,221 depending on experience
HOURS OF WORK	37.5 per week (with some evening and weekend working)
LOCATION	Stokenchurch HQ for a minimum of 2 days per week, with the option to work remotely up to 3 days per week

JOB PURPOSE

- Support the Head of Fundraising to develop and implement the Community fundraising strategy
- Develop and maintain existing TVAA supporter and volunteer relationships to maximise short and long term fundraising income potential
- To ensure our supporters receive an excellent supporter experience by delivering a high standard of customer service via phone, email, post or in person and through accuracy of donation thanking and responding to enquiries positively.

MAIN RESPONSIBILITIES

- To respond to supporter enquiries via telephone, email and in person efficiently and giving a high standard of customer service.
- Be the first point of contact for general community fundraising based enquiries
- Manage relationships and provide TVAA supporters with a comprehensive level of support for their community fundraising activities.
- Develop and support relationships with key local community groups and organisations to maximise on-going support and income potential.

- Send timely and accurate thank you letters following donations being received

- Attend and support TVAA organised and supporter led community events.

- Promote TVAA fundraising initiatives to maximise supporter uptake and income potential across all income streams where necessary.

- Maintain efficient and accurate database records using the fundraising CRM System (Dynamics).

HEALTH & SAFETY

- Take responsibility for their own health, safety and welfare, comply with TVAA H&S policy and procedures, and not act in any way that compromises the safety of themself, colleagues or the public.

OTHER DUTIES AND RESPONSIBILITIES

- Represent TVAA at a variety of events and be an ambassador for TVAA at all times.
- Undertake other duties as may be requested by Community Fundraising Manager and Head of Public Fundraising.
- Comply with statutory duties and Fundraising Regulations, proactively promoting best practice and highlighting to the Director of Fundraising any areas for improvement

Person Specification

Experience	Some experience of working in a customer service environment dealing directly with customers or members of the public.
	Experience of working effectively in a team
Skills & Knowledge	IT literate (e.g. Word, Excel, Outlook, databases)
	Good written and verbal communications skills
	Organised with the ability to take ownership of own tasks and work in a logical manner.
	An understanding of excellent customer service skills
	Ability to develop relationships with key stakeholders both internal & external
	Strong problem solving and decision-making skills
	Highly empathetic and diplomatic when dealing with people in vulnerable and difficult situations.
	Driving license required, and access to a vehicle
General	Capacity to work flexibly, including some evenings and weekends, and be comfortable in a changing working environment
	Positive, enthusiastic individual with a can-do attitude
	A genuine enthusiasm for fundraising
	Ability to maintain confidentiality
	Successful appointment to this post may be subject to a DBS check
Desirable	
	Experience of volunteering or fundraising within a charity environment