



Community Fundraising Officer

Reports to	Senior Trusts and Grants Manager
Hours	Part-time, 30 hours per week (0.8FTE)
Salary	Band B: £26,799.17 - £27,844.33 per annum, FTE
Contract	Permanent
Location	Remote (with occasional travel across UK)
Benefits	A generous package including 34 days holiday per year including public holidays, pension scheme with 4% employer contribution, Cycle2Work scheme, 365 days a year Employee Assistance Programme, enhanced family leave policies, paid annual wellbeing day, eye care voucher, length of service award.

Who are we?

We are SafeLives, the UK-wide charity dedicated to ending domestic abuse, for everyone, for good.

We work with organisations across the UK to transform the response to domestic abuse. We want what you would want for your best friend. We listen to survivors, putting their voices at the heart of our thinking. We look at the whole picture for each individual and family to get the right help at the right time to make families everywhere safe and well. And we challenge perpetrators to change, asking 'why doesn't he stop?' rather than 'why doesn't she leave?' This applies whatever the gender of the victim or perpetrator and whatever the nature of their relationship.

Last year alone, we delivered more than 700 sessions to over 15,000 learners across the UK in policing, health, housing, justice, education and the specialist sector. And we have reached 90,000 adult and 100,000 child survivors through programmes designed and delivered with partners.

In the last 9 years, close to 7,000 perpetrators have been challenged and supported to change through flagship interventions developed by our Drive Partnership and the programme continues to expand year on year.

Together we can end domestic abuse. Forever. For everyone.

Purpose

The Community Fundraising Officer role is an established post within the team. It is managed by our Senior Trusts and Grants Manager, who has been holding the role for over three years. The postholder will work closely with our Communications and Influencing team to proactively promote fundraising opportunities across all our audiences, as well as other cross-team working to find impact stories from across the organisation to share with our donors.

You will be responsible for developing SafeLives' community fundraising, including:

- providing an excellent stewardship experience for all community fundraisers
- planning and delivering an annual programme of challenge events
- managing and growing our regular giving membership group, The Starfish Club
- supporting a small but growing group of corporate funders
- creating engaging supporter communications and fundraising materials
- working collaboratively and creatively to promote community fundraising opportunities.

You will bring the perfect balance of proactive, organised and motivational with exceptional attention to detail. You will help us reach new audiences and communicate our key messages and impact in a way that encourages members of the public to support our work.

SafeLives values are to be brave, human, rigorous and inclusive. You will need to be able to work to these values as part of the team, mindful that many of our supporters bring their own lived experience of domestic abuse or have been impacted through friends and family.

Position context

The Fundraising team at SafeLives is responsible for achieving annual and multi-year unrestricted income targets which currently bring in c.£1 million pa. We have always focused on large grant-making trusts and foundations, National Lottery funds and major donors, and we usually lead funding bids to special Government funding opportunities.

We now have an established and growing community fundraising, individual giving and corporate fundraising donor base. Community fundraising currently brings in c.£70k per year.

We have small London and Bristol offices, but the team all work from home, with occasional days together in the Bristol office. This role is remote but can benefit from access to either office.

Responsibilities

In this role, you will play a key role in growing SafeLives' community fundraising programme, providing excellent stewardship to fundraisers and donors, and helping to grow our unrestricted income. You will be responsible for developing strong relationships with individual and regular givers, challenge event fundraisers, and corporate supporters.

Supporter stewardship and relationship management

1. Provide warm, timely and professional stewardship to community fundraisers, regular givers, challenge event participants and corporate supporters.
2. Build positive supporter relationships, ensuring fundraisers feel valued, informed and connected to SafeLives' work.
3. Support fundraisers with the information, resources and encouragement they need to reach their targets.
4. Work sensitively with supporters who may bring their own lived experience of domestic abuse, following SafeLives' values, guidance and safeguarding processes.

Manage our growing programme of community fundraising

5. Plan and deliver an annual programme of community fundraising activity, including challenge events, supporter-led fundraising
6. Manage and grow our regular giving membership group, The Starfish Club, supporting recruitment, retention and engagement
7. Support and grow relationships with corporate funders and identify opportunities to increase unrestricted income.
8. Work with colleagues to promote community fundraising opportunities across SafeLives' networks and communication channels.

Communications, content development and supporter engagement

9. Create clear, accessible and engaging supporter communications, including newsletters, thank-you messages and an annual programme of content for The Starfish Club regular givers
10. Work with Communications and wider teams to source impact stories, develop fundraising materials and ensure messaging reflects SafeLives' tone and values.
11. Help develop and update fundraising materials, guidance and resources for supporters – including the Fundraising Handbook

Planning, administration and reporting

12. Maintain accurate records of fundraising activity, supporter information, income, expenditure and fundraising merchandise.

13. Track income across community fundraising streams and provide monthly updates on progress, trends and opportunities
14. Work with senior colleagues and the SafeLives' Data Protection lead to ensure our community fundraising is GDPR compliant.

Person specification

Experience (E = essential, D = desirable)

- Experience of running community fundraising activities and providing support via telephone and email to individual fundraisers (E)
- Experience developing charity challenge event offerings (E)
- Experience working with a range of internal and external stakeholders, including supporters, colleagues, suppliers or partners (E)
- A proactive and enthusiastic approach to reaching new audiences and wider networks, helping to develop new ideas for fundraising activity (E)
- Creative and innovative approach to presenting information across different formats and channels (E)
- Commitment to include the voice of people with lived experience in all we do (E)
- Experience planning and delivering a range of different events (D)
- Knowledge of GDPR and/or experience of using a CRM system or database to manage supporter information (D)

Skills (Essential)

- Excellent organisational, administration and logistical skills, with exceptional attention to detail
- Proven ability coordinating multiple workstreams, keeping accurate records and managing changing information
- Ability to monitor supporter's fundraising progress against targets, identifying where additional support is needed and take proactive steps to maximise engagement and income raised
- Resilience and enthusiasm, with an ability to plan, prioritise, use own initiative and meet multiple deadlines
- Ability to be flexible and adapt to shifting priorities
- Ability to use initiative and judgement to identify problems early and propose solutions
- Excellent writing and editing skills
- Ability to process complex information and ensure suitability for different target audiences
- Ability to maintain confidentiality and be discreet at all times
- A commitment to ending domestic abuse

Competencies

Delivering Quality

- Uses initiative and judgement to solve problems and improve processes.
- Manages multiple priorities effectively and maintains high standards of accuracy.
- Actively seeks feedback and development opportunities.

Teamwork

- Works collaboratively and supports colleagues during busy or challenging periods.
- Values wellbeing of self and others and recognises when support is needed.

Communication & Relationship Management

- Builds positive working relationships with colleagues at all levels.
- Communicates clearly, respectfully and with empathy.
- Tailors communication to different audiences and contexts.

Influence

- Demonstrates integrity, honesty and fairness in all interactions.
- Encourages collaboration and values contributions from others.

Innovation and creativity

- Identifies opportunities for improving HR processes and practices.
- Willing to try new approaches and technologies and ways of working.

Self-management

- Plans work effectively and takes ownership of delivering high-quality outcomes.
- Remains flexible and solutions-focused when dealing with challenges.

Goal orientation

- Understands how their role contributes to SafeLives' mission.
- Responds constructively to change and maintains determination to achieve goals.

Equality and Inclusion

SafeLives is committed to providing equal opportunities for all, irrespective of age, disability, race, sex, religion/belief, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy/maternity and working patterns. We are keen to have staff that appropriately represent all the communities we serve as an organisation.

Lived Experience

We believe there is no 'them and us' in domestic abuse and recognise that applicants may have direct or indirect experience of their own, whether disclosed or not. We are committed to placing lived experience of domestic abuse at the heart of all we do, and colleagues who chose to share their personal expertise can do so openly and with organisational support. If there is any discussion during the recruitment process regarding a candidate's personal experience of domestic abuse, it will be treated confidentially and will not be shared outside of the interview panel/Human Resources.