

JOB TITLE:

Community Fundraising Volunteering Officer

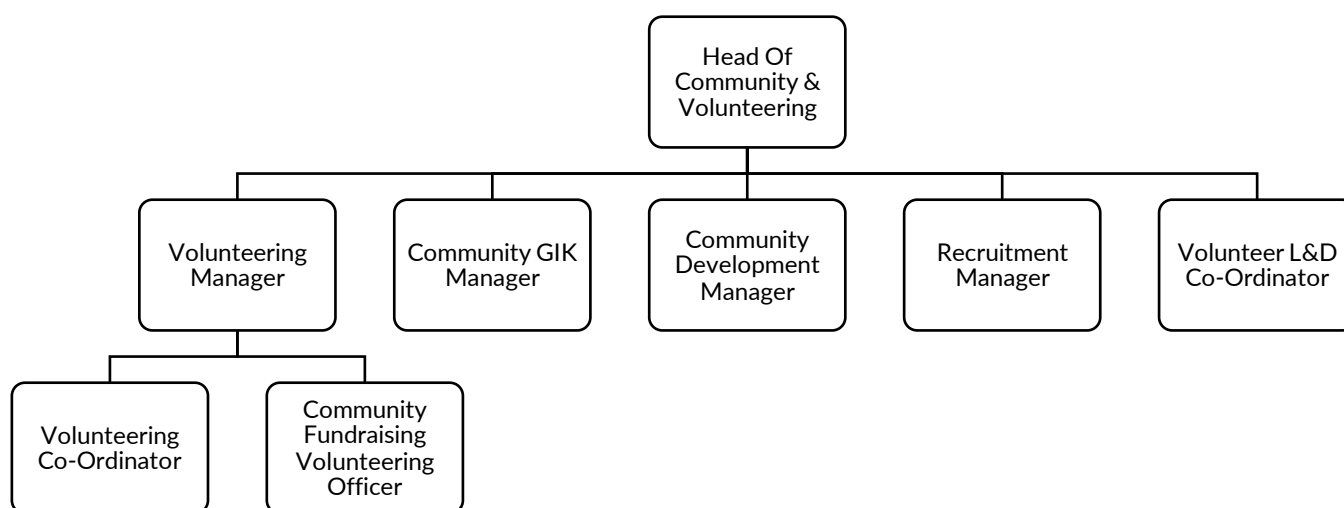
Department	Division	Reports to	Salary	Type of contract
Operations	Community & Volunteering	Volunteering Manager	£30,070 per annum	Full time, permanent

Location:

Person in this role can be based anywhere in the UK but will need to be comfortable travelling to Make-A-Wish Reading hub occasionally. Due to the nature of this role, there will occasionally be the requirement for you to travel around your local area and the UK

Travelling to the Make-A-Wish Hub in Reading to fulfil your role duties is not reimbursed, but when you travel to the hub on organisational occasions specified in expensed meetings calendar, you will be reimbursed through payroll

Direct reports/Immediate relationships:



Core Purpose:

The Community Fundraising Volunteering Officer will be responsible for the coordination and delivery of new and existing fundraising volunteering programmes, with a view to increasing levels of participation and enhancing volunteer’s experiences through sector-leading volunteer stewardship. The coordinator will support volunteers to access opportunities and develop skills through a programme of activities and learning and development, ensuring that this results in effective delivery against restricted income targets and gift in kind wish delivery in the community. The Community Fundraising Volunteering Officer will support the long-term planning of the volunteer fundraising programme, enabling us to achieve a scalable fundraising volunteer model that can be replicated across the UK to help us to reach every child.

Key Responsibilities:

- To coordinate the delivery of and support the development of all volunteer-led fundraising and volunteering projects related to restricted income and gifts in kind (GIK).
- Recruit, support, steward and develop fundraising volunteers and fundraising volunteer groups, enabling them to inspire and engage their local communities to generate income.
- To provide coordination to new and existing volunteer projects, enhancing the quality of the volunteer experience and meeting related restricted income and GIK targets.

- To be responsible for the research and development of fundraising volunteering opportunities in communities across the UK, communicating these opportunities with our volunteers and providing them with the tools and support required to proceed with them.
- To establish and maintain positive working relationships with key stakeholders across the organisation, working closely within the operations directorate to ensure excellent volunteer stewardship and delivery, and working in close collaboration with the Community Fundraising team in order to maximise volunteer-led restricted income and GIK.
- To establish and maintain positive working relationships with key external stakeholders, partners and projects, including fundraising and volunteering regulatory and training bodies, community groups and associations that will assist us in achieving the required growth in volunteer-led income and GIK.
- To coordinate the short and long term provision and organisation of resources, Tools and products for fundraising volunteers, focusing on responding to the hyper localised needs of each of our 11 current communities across the UK.
- To oversee the organisation of fundraising volunteering events and ensure robust monitoring and evaluation of impact results.
- To lead on the planning and promotion of Make-A-Wish (MAW) UK's fundraising volunteering programme and support events where necessary.
- To develop and build new community fundraising volunteering programmes and opportunities that will increase engagement and participation.
- To remain up to date with fundraising volunteering trends, both locally and nationally through research and networking.
- To be aware of statutory requirements governing the operation of volunteering groups and provide advice and support in ensuring they meet these requirements.
- To support fundraising volunteers with budgets for fundraising events, setting realistic targets, ensuring the cost effectiveness of events and the best return on investment.
- To develop support systems for Fundraising Volunteers in the planning, preparation and the delivery of their activities and events and be the staff lead for dedicated community fundraising volunteer activities and events, promoting collaborations/connections across these areas.
- Work with the Operational teams to liaise and develop relationships with relevant stakeholders such as Wish families, donors, and supporters from across the organisation.
- To oversee the organisation of fundraising volunteering events and ensure robust monitoring and evaluation of impact results.
- To assess and identify training and development needs of fundraising volunteers, and work with the Volunteer L&D Co-ordinator to organise and deliver a programme of training to meet their needs.
- To maintain and manage various databases relating to fundraising volunteer opportunities ensuring information is up to date, secure and managed in line with data protection guidelines.
- To promote the benefits and successes of MAWUK Fundraising volunteering both internally and externally.
- To be an advocate for MAW UK Volunteers, both internally and externally.
- To attend meetings, training courses and conferences deemed appropriate to the position.

As a Make-A-Wish colleague, you will also need to:

- Be led by the needs of the wish child in all we do and make decisions as close to the child as possible and wherever possible by the child.
- Actively support our wishgranting through voluntary activity to support Make-A-Wish. We encourage all colleagues to become Wish Makers.
- Have a practical understanding of the Make-A-Wish values: Be Magical, Be Inclusive and Be Inspiring

- Strengthen relationships between different members of the Make-A-Wish community to ensure everyone works in collaborative and inclusive way.
- Attend organisational meetings, like symposiums and town halls.
- Keep yourself informed about things going on across the organisation by making use of internal communications channels, e.g. Teams, Wish Wisdom (our colleague newsletter).
- Keep yourself informed on the strategy and plans of the organisation in order to be able to fully contribute to them through your role.
- Actively listen to other people, particularly those with views that are different to your own.
- Embed the principles of our Equality, Diversity and Inclusion Charter within your role.
- Be open to collaboration and working across different teams to help the organisation achieve its strategic objectives.
- Be able to work independently in an agile environment, understanding that different people across the organisation have different working patterns.
- Be able to work with your colleagues and other members of Make-A-Wish community as one team, united in a common vision and mission, and support organisational efforts of reaching every child by, for example, answering phones when other teams are busy, supporting activities happening across the organisation, etc.

PERSONAL PROFILE

To be successful in this role you will need:

Experience of working towards financial targets and KPI's

- Proven track record in achieving financial and non-financial targets in a community/fundraising capacity.
- Experience of volunteer recruitment and stewardship
- Experience of securing financial and non-financial support through proactive work
- Experience of reporting on financial and KPI performance

To be an analytical thinker with experience of using data and insight to inform decisions

- Ability to work with data and insight to understand performance, identify opportunities and make decisions.
- Ability to work proactively and make decisions, demonstrating initiative and taking action to solve problems.
- Excellent numerical and analytical skills

Experience with stakeholder management, relationship building and communication skills

- Excellent interpersonal skills, able to work collaboratively across teams to drive projects forward.
- Ability to negotiate and influence stakeholders at all levels.
- Excellent written and verbal communication skills with the power to persuade, motivate and inspire external audiences.
- Excellent knowledge of volunteer stewardship and community fundraising or the transferrable skills required in order to achieve this.

Strong working knowledge of:

- Charity Law, Volunteering rights, Data Protection Law and GDPR, The Fundraising Code of Practice, Gift Aid and other fundraising standards across the UK