



# Donor Engagement Advisor Job Description

**Are you interested in being part of a team making a tangible difference in Norfolk? Can you inspire and engage with others? Do you have experience in managing customer relationships or events? If so, you might just have found your dream job.**

**£32,000-34,000** (dependent on experience)

**Full-time**

**Reporting to:** Corporate Giving Manager

**Based at:** Norfolk Community Foundation offices, Norwich

This exciting new role has been created to respond to the growth in both the number of supporters engaged with the Community Foundation and our expanding events programme. As such this role has two key areas of focus:

Working across our organisation to coordinate regular and relevant updates to our donors so that they feel valued and connected with our work.

Delivering an extensive and varied events programme in collaboration with the wider team that inspires existing and new donors to continue and grow their support whilst ensuring we manage our costs appropriately. The Donor Engagement Advisor reports to the Corporate Giving Manager and is part of the Giving team.

## Main tasks and responsibilities

### Norfolk 100 Membership

Norfolk 100 members are a critical group of donors who provide regular income and support, many of whom have worked with the Foundation since our early years.

This role will include:

- Being the first point of contact for 100 members.
- Working with the Marketing team to ensure the 100 members receive timely updates on our work and can see the difference their funding is making.
- Working with the Finance team to ensure timely membership renewal subscriptions.
- Arranging an annual meet up of members.

### Strategic funds

Working with the Marketing team to ensure that regular donors to our strategic funds receive timely updates on progress and are invited to relevant events we are holding. This will include both individuals as well as liaising with Corporate clients who are partners in our Good for Good Programme.

### Fundraising support

A significant area of growth in recent years for NCF has come from others wanting to undertake fundraising efforts on our behalf. This role will be the key point of contact for fundraisers from the point of enquiry up until the funding has been raised and collected.

This will involve:

- Clarifying the area of fundraising interest.
- Working with the NCF Programmes team to identify how funds raised will be distributed to local charitable organisations.
- Ensuring the fundraiser has access and adheres to the fundraising regulator guidelines.
- Support to establish JustGiving pages or donations through NCF website.
- Supporting the fundraiser to amplify their efforts through our own marketing support.

### Managing key external events

This role will be responsible for managing the coordination of our external events activities with our wider support network. In a typical year this will include:

- An annual celebration event bringing together our diverse range of stakeholders to showcase our work over the previous 12 months.
- An annual gathering (typically a breakfast) of the Professional Advisors (Lawyers/Accountants/Finance Advisors) who through their clients and businesses promote the work of NCF.
- Business network events bringing together partners from our newly launched Good for Good Programme to network and learn more about how they can deepen their NCF support.
- An annual gathering and opportunity to thank the 100 membership.

Working with the support of the wider team you will be responsible for:

- Designing the programme of activity
- Producing a detailed project plan and managing the team delivery so that everyone understands expectations and it ensures timely identification of potential risk.
- Identifying and securing sponsorship /venues to make sure we manage our costs and can create more funding for the charities we support.
- Overseeing the invitation/acceptance process so that we achieve expected attendance.
- Overseeing the guest experience so that attendance at an NCF event is an active part of building our brand loyalty and connection.
- Liaising with the Marketing team to ensure we have all materials prepared in advance and optimise any PR opportunities both before and after the event has taken place.
- Regular updates to CEO/Trustees on event activity.

### Coordinate the thank you for donations process

We want to ensure that every donation is recognised and appropriately thanked.

This role be responsible for:

- Working with the Finance team to identify donations, recording the donor area of funding interest and ensuring the

donor is thanked appropriately. On occasion for significant donations this will involve coordinating a thank you from the CEO or Chair of Trustees.

- Ensuring the content of the automated thank you for BACs transactions is relevant and pertinent.

### NCF Ambassador

On occasion we receive requests to discuss our work to interested parties such as rotary clubs or schools. This would involve sharing our introduction to NCF presentation and identifying opportunities for following up with other members of the team.

There will be regular opportunities to attend networking lunches as a representative of NCF.

### Person specification

Essential experience:

- Project management
- Customer/Client service
- Skilled written and verbal communicator
- Team player

Desirable experience

- Marketing
- Client presentations
- Experience with a CRM system

Personal attributes:

- Attention to detail
- Creative
- Self-starter
- Highly motivated
- Calm under pressure
- Excellent people skills

### How to apply

Please send your CV and covering letter to Karen Hutchinson at [karenhutchinson@norfolkfoundation.com](mailto:karenhutchinson@norfolkfoundation.com)

**Closing date:** 2nd July 2024 with first interviews to take place w/c 15th July and second interviews w/c 22nd July.



### Find out more or get in touch

[www.norfolkfoundation.com](http://www.norfolkfoundation.com)

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Together, Norfolk shines brighter

Registered Charity Number 1110817

Company Registration Number 05234236