



**Ending  
homelessness  
in South-East London**

<b>Job Title</b>	Fundraising and Communications Officer (P/T 3 days per week)
<b>Reporting to</b>	Head of Fundraising and Communications
<b>Location</b>	The 999 Club, Deptford (with flexibility for home working)
<b>Main Purpose</b>	To help develop and roll out a bold, new Comms strategy for 999 Club at a new juncture in the charity's history. Leading on engagement of the public via Social Media, Direct Marketing, PR and Media. The post will also learn about other aspects of charity fundraising, including Community, Challenge events and Individual Giving. The role will also maintain the Donorfy database and provide other administrative duties to support the wider fundraising team (don't worry, there are only 2 of us :-)

**KEY RESPONSIBILITIES**

- Responsible for managing 999 Clubs Social Media (SM) across all major channels.
- Immersing yourself in 999 Club's frontline work. Bringing an authentic and impactful voice to our SM content.
- Finding the stories which resonate and catalyse support from the local and wider public.
- Presenting our member's stories in a way that cuts through charity cliché and galvanises support around positivity, forward motion and hope that characterise the 999 Club .
- Create electric content for our newsletters; Ensuring their content drives action and develops the relationship between readers and the club.
- Handling press enquiries and promoting what we do where it will have the most impact.

- Maintaining the Donorfy database. Updating it accurately and interrogating for reports, updates and lists.
- Administration of the Individual Giving programme, ensuring donors are thanked in a timely manner and that database records are recorded accurately; In alignment with advice of the Fundraising Regulator.
- Other admin duties to support the wider team when needed.
- Building relationships and maximising support from local businesses, schools and places of worship.
- A commitment to ethical practice when finding and telling the stories of the members who have used our services.
- Producing reports on our social media activity to reflect meaningfully on past activity and gauge progress
- Identifying opportunities to promote 999 Club including meeting attendance / events representing the service and the organisation.
- Ensuring accurate financial gift information is always kept on Donorfy.
- Ensuring all admin duties are completed in good time and with accuracy.

### **KEY SKILLS, KNOWLEDGE, ABILITIES + ATTITUDES**

- You should be adept at building relationships with our frontline workers and service using members.
- An interest in people, and in their right to thrive.
- A compassionate, non-judgemental approach.
- A keen sense for a good human story along with respect for 999 Club's focus on positivity and hope.
- An understanding and commitment to the empowerment of our members and the centring of their voices in everything we do.
- Experience of maintaining a CRM database.
- Ability to create basic, branded design on Adobe and Canva.
- Act as the charity's brand guardian alongside the Head of Fundraising, advising colleagues on the best use of the brand guidelines, 999 Club messaging and tone of voice.

- Passionate about 999 Clubs mission and keen to learn more about our approach.
- Solutions-focused approach to work.
- You won't be afraid to think big and outside of the box.
- Strong written and verbal communication skills.
- An understanding of, and commitment to Equity, Diversity and Inclusion.
- IT skills and confidence to learn new systems to record and view HR and other data .
- Knowledge of good practice around homelessness (desirable).
- Experience of writing and pitching press releases and dealing with the press (Desirable).

### **EXPECTATIONS OF ALL 999 STAFF MEMBERS:**

- Work within the 999 Club policies and procedures at all times \_
- Actively and consistently demonstrate the values of the 999 Club \_
- Model pro-social behaviour and attitudes; challenge anti-social or discriminatory behaviour and attitudes, helping to create and maintain a positive culture of respect in all work inside and outside of the service with both clients and colleagues\_
- Complement and support the work of other staff by participating in briefings, team meetings etc, being fully prepared to discuss ideas and offer solutions.
- Use initiative to identify and deal with additional tasks or issues as they arise, including providing cover for colleagues and undertaking other duties commensurate with the role
- Take a proactive role in learning by highlighting areas for personal and professional development

### **STAFF BENEFITS:**

- 27 days annual leave increasing each year to a maximum of 30 days ·
- Occupational sick pay - 10 days per year full pay ·
- 3% employers pension contribution
- Employee Assistance Programme

- Cycle to work scheme

TO APPLY FOR THIS ROLE:

Please send a CV and cover letter outlining your suitability for the role to Ben Latham, Head of Fundraising at [ben@999club.org](mailto:ben@999club.org)