



**Job Title:** Fundraising and Operations Coordinator

**Duration:** Permanent

**Reporting to:** Chief Operating Officer

**Salary:** £26,000- £28,000

Any of us could be refugees, in different circumstances.

Refugees at Home connects people with a spare room to refugees and people seeking asylum in need of somewhere to stay.

We don't think people who come to the UK for sanctuary should end up on the streets. Our vision is for every refugee and every person seeking asylum to have a safe place to stay.

Refugees at Home was set up by a group of friends in 2016 in response to the war in Syria. Since then, it has grown to become the UK's largest independent hosting charity, finding rooms for over 5,000 guests from 75 different countries.

Refugees and people seeking asylum are fleeing war or persecution in their own countries. But many who come to the UK in search of safety find themselves facing homelessness and destitution. They may be without statutory support for long periods or need some additional help to build new lives.

We recruit and support volunteer hosts who are willing to offer a temporary home and a helping hand. Our role is to carefully match each guest and host, to assess and prepare them ready for hosting, to advise on hosting arrangements and accommodation, and to provide ongoing support to hosts throughout each stay.

We're now recruiting for a Coordinator to join our team to ensure those who so generously support our work are well looked after and connected with our work. You'll be ensuring we keep great records about our donors and their experience with us. You'll be working with our Executive team to report on our work and impact to funders as well as finding new opportunities to raise funds for Refugees at Home. You'll be using your excellent organisational and administrative skills to help with the smooth running of our organisation, working alongside all members of the R@H team.

We're based in Brixton, South London. We work from here 3 days per week, with 2 days from home.



This role is available as a part time role at 3 days per week, where responsibilities would only include those under 'Fundraising' below.

## **Fundraising & Operations Coordinator (£26,000 - £28,000)**

### **Duties**

#### **Fundraising**

- Deliver exceptional individual, written and verbal stewardship to all our supporters, ensuring all fundraisers and donors are thanked in a timely and appropriate manner.
- Provide a highly personalised approach to supporting Refugee at Home's fundraisers including challenge event participants to ensure they receive a positive experience throughout their fundraising activity including sending thank you communications, merchandise, and ongoing stewardship.
- Identify and recruit challenge event fundraisers using a range of activities including social media, as well as personalised approaches to community and faith-based groups, running groups, and online forums.
- Represent Refugees at Home at community fundraising events, assisting in the smooth running of events where required.
- Support the development and execution of fundraising campaigns, including crowdfunding funders, online shop sales, and other appeals.
- Develop the charity's social media fundraising activity in collaboration with the relevant teams.
- Create and share engaging fundraiser stories for our website, social media channels and press to thank our fundraisers and inspire others to fundraise for us.
- Maintain high-quality data on our database in accordance with GDPR including new donor details, communications with supporters, gift aid and consent purposes. Assist in data cleansing tasks.
- Carry out other tasks and duties as required to support colleagues across the wider fundraising team.

#### **Operations**

- Carrying out administrative tasks that ensure the smooth-running of the organisation.
- Listing and reconciling payments on systems
- Providing administrative support for events and activities for Refugees at Home

#### **Skills required:**

- Excellent written and verbal communication skills
- Excellent administrator



- Strong planning and organisational skills
- Willing and able to learn new processes and systems.
- Great attention to detail
- Ability to work on a wide range of tasks in a busy environment.
- Self-confident, reliable and enthusiastic
- Passionate about delivering high quality supporter care.
- Understanding of the principles of fundraising and supporter care

**Experience required:**

- Customer service or supporter experience
- Experience of working with databases would be an advantage.
- Good IT skills
- Able to demonstrate understanding and commitment to the aims and objectives of Refugees at Home
- Willingness to undertake further training as and when required.