

## **Directorate**

Fundraising, communications and engagement

## **Team**

Supporter Care and Compliance

## **Reporting manager**

Fundraising compliance manager

## **Our charity**

We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However you're experiencing breast cancer, we're here.

The brightest minds in breast cancer research are here. Making life-saving research happen in labs across the UK and Ireland. Support services, trustworthy breast cancer information and specialist nurses are here. Ready to support you, whenever you need it. Dedicated campaigners are here. Fighting for the best possible treatment, services and care, for anyone affected by breast cancer.

Why? Because we believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well. But to create that future, we need to act now.

## **Overview of the directorate**

The fundraising, communications, and engagement directorate at Breast Cancer Now is responsible for communicating, engaging, and fundraising to our key audiences across a range of channels; from people living with or beyond breast cancer and their loved ones, to supporters, corporate partners, policy makers and healthcare professionals. We create and deliver high-quality, engaging information and communications about breast cancer, the impact our work has and ways to engage with Breast Cancer Now. We're led by the voices of people affected by breast cancer and involve them and champion their views and needs across a range of communications and platforms.

We're working hard to build our brand to build awareness, trust, loyalty, passion, and affinity with people affected by breast cancer and to be here for everyone who needs us.

We're responsible for delivering c£40 million gross income annually through our fundraising. We fundraise through a broad portfolio of fundraising products, partnerships, and relationships, all with the aim of delivering sustainable income and valued relationships for supporters and for Breast Cancer Now for the long term. We work collaboratively across the charity to develop fundraising which shows the impact our supporters have and the change we want to see in breast cancer.

All our work, and our focus is to be here for anyone affected by breast cancer, with support for today and hope for the future.

Our directorate includes teams across:

- brand, marketing, and communications
- digital
- press, PR and celebrity
- individual engagement and supporter operations (incl. supporter experience)
- community and events
- corporate partnerships
- philanthropy and special events.

### **Job purpose**

This is a new role introduced at an exciting time for Breast Cancer Now, as the charity is expanding its fundraising ambitions in alignment with its growing profile and the overall goals and aspirations of the charity.

The postholder will play a vital support role to enable the charity to deliver the highest levels of fundraising and marketing compliance in line with an ever-changing regulatory landscape. The post holder will engage across the charity, providing an assurance function, training, apply policies, and handle enquires regarding fundraising regulations and data protection compliance.

Supporting the fundraising compliance manager, the postholder will assist in developing the charities maturity in fundraising compliance, as Breast Cancer Now strives to deliver sector best practice across and establish a continuous improvement culture in relation to compliance. This includes policy development, process efficiency, and obtaining greater insights from compliance related data (e.g. complaints KPIs).

### **Key tasks and duties**

- Respond to enquiries and provide compliance guidance to the organisation regarding fundraising activities and products.
- Maintain the charities data protection registers and libraries, for example consent register, LIA assessment register etc.
- Manage the internal compliance inbox. Reviewing marketing communication materials, prize draw / competition T&C's and phone scripts for compliance to relevant legislation, regulations and internal policies.
- Support the fundraising compliance manager to produce and apply guidance materials, policies and training materials based on fundraising related regulations and best practice.
- Support the fundraising team to monitor professional fundraisers in various forms, including on-site shadowing, reviewing training and evaluating call recordings against regulation requirements (this will occasionally require some travel).
- Perform compliance assurance checks of our fundraising activities and how we monitor professional fundraisers.

- Support the fundraising compliance manager to deliver projects aimed at increasing the charities fundraising compliance maturity, improving insights from complaints, meeting best practice for the sector and increasing the compliance team's efficiency.
- Maintain update knowledge and expertise data protection, marketing and fundraising compliance regulations and communicate changes to the organisation.
- Adhere to all Breast Cancer Now's policies and procedures.
- Any other duties within the scope and remit of the role, as agreed with your manager.

# Person specification

## Qualifications and experience

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Experience of interpreting and explaining complex regulations to a variety of audiences	x	x
Experience of charity fundraising methods (especially face to face fundraising methods)	x	x
Experience of documenting procedures or reports	x	x

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Experience in a fundraising compliance role at a charity	x	
Experience of applying fundraising, marketing and gambling regulations at a charity	x	
Experience of working in an assurance role	x	

## Skills and attributes

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Excellent IT skills (Microsoft 365 package)	x	x
Excellent written and verbal communication skills. With the ability to represent complex information and adapt communication styles to a variety of audience	x	x
Ability to build and maintain effective relationships, through the use of negotiation and stakeholder management skills	x	x
Ability to deliver engaging presentations and training	x	x
Keen eye/attention to detail to identify risks	x	x
Organised and able to work to tight deadlines	x	x
Self-motivated and able to work without close supervision	x	x

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Ability to use a CRM database	x	

### Knowledge

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Knowledge of fundraising and marketing regulations around various fundraising activities	x	x
Knowledge of data protection legislation regarding different communication channels (SMS/phone, post, email)	x	x
Knowledge of gambling commission and how it applies to different fundraising activities	x	x

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Knowledge of continuous improvement project methods	x	

# Role information

## Key internal working relationships

You'll work closely with the following:

- Legal, compliance and governance team
- All charity fundraising teams (especially the Individual giving team)
- Digital team
- Data team
- Volunteering and involvement teams
- Supporter journeys team
- Supporter care

## Key external working relationships

You'll work closely with the following:

- Fundraising regulator
- Charity commission
- Other regulatory bodies
- Professional fundraising agencies (third party fundraisers)

## General information

<b>Role location and our hybrid working model</b>	<p>This role can be based in either our London or Sheffield office. However, our hybrid working model allows you to work up to 3 days per week at home. The other days will be primarily based in either:</p> <p>Ibex House, 42-47 Minories, London EC3N 1DY (open Monday to Thursday) – (Office move to nearby location soon)</p> <p>St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Thursday)</p> <p>Occasional travel between offices will be required.</p> <p>Occasional travel to shadow professional fundraisers will also be required.</p>
<b>Induction</b>	<p>It's important you have a positive induction experience and therefore, you'll be asked to consider coming into the office more frequently during your initial period of employment. This will enable you to get to know your manager and team colleagues quicker. This also allows you induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter you will be able to follow the hybrid working model as described above.</p>
<b>Hours of work</b>	<p>35 per week, Monday to Friday</p>

<b>Contract type</b>	Permanent
<b>Medical research</b>	We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there's no alternatives.
<b>Conflict of interests</b>	You'll be obliged to devote your full attention and ability to your paid duties. You shouldn't engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.
<b>Immigration, Asylum and Nationality Act 2006</b>	You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.
<b>Our commitment to equity, diversity and inclusion</b>	We're committed to promoting equity, valuing diversity and creating an inclusive environment – for everyone who works for us, works with us, supports us and who we support.

## How to apply guidance

We hope you choose to apply for this role. In support of your application, you'll be asked to submit your **anonymised** CV which means removing all sensitive personal information such as and for example, your name, address, gender, religion and sexual orientation. You're also asked to provide a supporting statement. When doing so please ensure you refer to the essential criteria on the person specification and clearly provide as much information as possible with examples to demonstrate how and where you meet the criteria.

Job description dated September 2024

Find out more about us at  
[breastcancer.org](https://breastcancer.org)

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support charity