

The National Deaf Children's Society

Role Description

Fundraising Compliance Officer

This role sits within the Help Chapter and is supported by the Chapter Lead.

Salary range:	£30,796 - £34,000 per annum Chapter Member National step B
Hours:	35 hrs
Location:	Home-based
Contract:	Maternity cover
Level of disclosure check:	Basic

Principal contacts

- a) **Internal**
- Help Chapter, including Supporter Care, Facilities and Helpline
 - Market Chapter, including Supporter Recruitment
 - Fundraising Lead
 - Database team
 - Data Protection Officer
 - Chief Revenue Officer
 - Head of Safeguarding and Assurance
- b) **External**
- Fundraising agencies
 - Chartered Institute of Fundraising (CIOF)
 - Mystery Shopping Ltd
 - Fundraising Regulator
 - Sector networks

About the Help Chapter

The Help chapter brings together our core services responsible for responding to incoming enquiries from supporters, beneficiaries, and members of the public, including managing and responding to feedback and complaints.

About the role

As a Chapter Member at the National Deaf Children's Society, you'll be in a Chapter of like-minded and skilled specialists, experts, and emerging experts. Chapters are self-organising, and every member has a vital role to play, sharing their skills, knowledge and experience and learning and developing together. Led by the Chapter Lead all Chapter Members will value and respect each other's contribution and learn and develop collaboratively.

This role will design, implement and manage systems to ensure that fundraising and marketing activity is of a high quality, complies with relevant legislation and sector codes and is consistent with National Deaf Children's Society policies.

You will carry out a programme of detailed quality assurance activity and monitoring to identify areas where improvements can be made and provide fundraising teams with recommended actions. This work has a particular focus on the management of telemarketing and face to face recruitment.

You will prepare reports for internal teams and stakeholders and provide support and guidance to fundraising staff in relation to compliance and what is required of them.

You will network effectively with peers across the sector and engage with external regulatory and sector bodies, such as the Fundraising Regulator, the CIOF, the DMA and the ICO, to ensure that the organisation is aware of all relevant developments and our views and priorities are taken into consideration; actively participating in sector consultations, meetings and working groups as appropriate.

Occasional travel will be required to shadow and monitor compliance training and to support our fundraising agencies.

What might a day in the life look like?

- Take ownership of and manage our internal Call Monitoring process – selecting and allocating calls from our agencies and listening to the majority to recognise any potential issues or trends that may arise.
- To follow up any feedback with the agencies and ensure they are compliant with fundraising code of practice.
- Updating and monitoring the site lists on our websites to ensure our supporters know where we are.
- Attend monthly and ad-hoc compliance forums and engage with external bodies to ensure we are maintaining standards across the sector. A chance to network with peers and even offer insight into our best practise.
- Quarterly due diligence checks with our agencies, along with monitoring of job adverts and contracts to ensure compliance.
- To manage and monitor our Mystery Shopping programme – engaging with the agencies regarding feedback and follow up, and approving invoices.
- A monthly compliance tracker to be shared internally so we know our key areas of focus.
- Management of our fundraising shadowing programme, with the occasional visits to our agencies for compliance training, feedback and shadowing.

- To help the organisation to deliver excellent standards of supporter care by providing cover for the team where necessary.
- To identify compliance issues which require follow-up or investigation and to conduct or direct any internal investigation.
- To conduct periodic audits (including National Deaf Children's Society's fundraising suppliers) to ensure that compliance procedures are followed and that compliance systems are effective.
- To catch up with your Chapter and offer valuable insights and support.

Who are you?

- You're passionate about working as part of a team and sharing and developing your skills, knowledge, and expertise in a collaborative environment
- You have a can-do attitude and are focused on achieving outcomes
- You're happy to share your thoughts, skills, knowledge, and experience
- You have an open mindset and embrace new concepts and ideas
- You're a natural collaborator
- You're adaptable within a changeable environment
- You thrive in an agile product design and delivery environment

What will be in your toolkit?

- Strong digital skills and a sound understanding of agile values and principles
- A commitment to the organisation's culture
- Comfortable with ambiguity
- Bravery, courage and an appetite for risk taking
- An exclusive focus on customers
- An enthusiasm for giving and receiving continual feedback

Disclosure check

This role requires a basic disclosure check. This post will be working in a position of trust and responsibility within the charity.

Our expectations

We expect all staff to:

- abide by and promote our *Policy of Informed Choice*, its Vision and Values, Code of Conduct and *Equal Opportunities Statement*.
- take responsibility for promoting and safeguarding the welfare of children and young people.
- develop an understanding of deaf awareness and BSL skills whilst employed with the charity.

The National Deaf Children's Society is committed to safeguarding and promoting the welfare of children and young adults and expects staff and volunteers to share that commitment.

Who are you and what will be in your toolkit?

Fundraising Compliance Officer

Essential Criteria	How it is measured A – Application I – Interview T – Test or Presentation Q - Qualification
1. Demonstrable experience of managing internal workflow processes, including those which monitor and ensure compliance.	A, I
2. Proven experience in developing detailed, comprehensive understanding of a compliance or regulatory framework and of acting as a subject matter expert tasked with sharing knowledge across an organisation.	A, I
3. Ability to manipulate and analyse complex information and produce relevant, targeted reports which are framed appropriately for their audience and make best use of different presentation options.	I, T
4. Advanced knowledge of Excel, including familiarity with its application in generating pivots and graphs to support reporting.	I, T
5. You're passionate about working as part of a team and sharing and developing your skills, knowledge, and expertise in a collaborative environment.	A, I
6. You have a can-do attitude and are focused on achieving outcomes	A, I
7. You have an open mindset and embrace new concepts and ideas	A, I

Desirable Criteria	How it is measured A – Application I – Interview T – Test or Presentation Q - Qualification
1. Strong digital skills and a sound understanding of agile values and principles	I
2. BSL Level 1 or above, a good level of deaf awareness and/or working towards BSL level 1 or above. Understanding and experience of deafness and British Sign Language skills or a willingness to learn.	I, Q
3. Confident in using Customer Relationship Management databases with a good overall understanding of the applications of such systems.	I, T
4. Experience of working within a fundraising, membership or subscription marketing environment.	I
5. Experience of collating and managing risk registers and making recommendations based on risk-assessment.	I
6. Additional professional qualifications in an associated discipline, which could include marketing, business and administration, law, project management, fundraising or finance.	I, Q