

Job Description

Fundraising Engagement Executive

Job Title:	Fundraising Engagement Executive
Hours:	35 hours per week
Type of Employment:	Fixed Term Contract (18 months)
Department:	Engagement Team (Regional Fundraising)
Location:	Hybrid with 1 day per week in the London Office
Line Manager:	Fundraising Engagement Manager
Direct Reports:	None

About this role:

In this role, you'll be at the heart of our supporters' experience, helping to make sure that every person who chooses to support Teenage Cancer Trust feels welcomed, valued, and inspired from day one.

As part of the Fundraising Engagement Team, you will build meaningful relationships with our incredible fundraisers who are taking on a range of activities for Teenage Cancer Trust—offering guidance, encouragement, and celebrating their success every step of the way. You'll help supporters dream big and achieve more than they thought possible for young people with cancer.

You will connect and build relationships with supporters based all over the UK, using a range of communication platforms and technologies to ensure they feel supported and valued—no matter where they are or how they choose to fundraise.

You will be crucial in shaping the supporter experience, helping us better understand individual's motivations and needs, and ultimately raising vital funds that help transform the lives of young people with cancer.

We have a flexible work culture, speak to us about how you can do this job flexibly.

What you'll be doing:

- Delivering outstanding supporter care through proactive communication, ensuring every new regional fundraiser feels welcomed, appreciated, and inspired from the moment they join us.
- Getting to know our supporters – understanding what drives them, their fundraising ideas, and how we can best support their journey, both now and in the future. You'll play a key role in growing and retaining support from a range of supporters.

- Providing expert and tailored fundraising advice, ensuring all supporters are fundraising safely, legally and in line with up-to-date fundraising principles.
- Keeping a close eye on supporter registrations and data, making sure no one falls through the cracks, and everyone is connected to the right team quickly and effectively.
- Working closely with Senior Relationship Managers in your team, and collaborating with fundraisers in other teams across the charity, you'll ensure smooth handovers and help build a strong picture of fundraising activity across each region. You will be vital in making sure that every supporter is stewarded in the right way, at the right time, by right people.
- Acting as a champion for all areas of fundraising, helping each supporter discover the most meaningful way for them to get involved and make an impact.

What you'll bring to the team:

Essential skills and experience

- Excellent communication and people skills – you are confident talking to a wide range of people and can build rapport quickly, whether over the phone, by email or in person.
- A natural relationship builder – you are empathetic, a good listener, and skilled at understanding what motivates and inspires others. You can provide excellent stewardship to our current supporters and help to develop new relationships.
- Organised and detail-focused – you are comfortable managing data, tracking supporter journeys, and juggling multiple priorities without missing a beat.
- Strong collaborator – You are someone who loves working with others to build effective relationships and find the best outcome.
- Enthusiastic, proactive and solutions-focused – you have a growth mindset and can spot opportunities to improve supporter experiences. You aren't afraid to suggest new ideas.
- A compelling storyteller – you have the ability to tell inspiring stories, and you can adapt communications to suit a range of audiences while inspiring them with the work of the charity.
- Passionate about making a difference – you have an understanding of – or curiosity about – the power of community and regional fundraising. Whether or not you've worked in the charity sector before, you are passionate about helping raise vital funds for young people with cancer.

Desirable skills and experience

- Enthusiastic, proactive and solutions-focused – you have a growth mindset and can spot opportunities to improve supporter experiences. You aren't afraid to suggest new ideas.
- A compelling storyteller – you have the ability to tell inspiring stories, and you can adapt communications to suit a range of audiences while inspiring them with the work of the charity.
- Passionate about making a difference – you have an understanding of – or curiosity about – the power of community and regional fundraising. Whether or not you've worked in the charity sector before, you are passionate about helping raise vital funds for young people with cancer.

Our Values

You will be committed to and will work in line with Teenage Cancer Trust values- Determined, United, Spirited and Kind.

- Work in a 'determined' way facing problems and getting things done.
- Be 'united', work with knowledge passion and respect.
- Be brave, believe in possibilities, be 'spirited'.
- Be 'kind' see everyone's value, treat them as individuals and welcome their ideas.

Disclosure and Barring Checks (DBS)

At Teenage Cancer Trust we're committed to delivering a service to teenagers and young adults with cancer that is embedded in safeguarding and safe working practice guidance. This role will require a Basic DBS check.