SUDEP Action

Making every epilepsy death count

Fundraising Officer (Community Fundraising) – Maternity Cover

Lead change. Inspire action. Save lives.

At SUDEP Action, our mission is simple and urgent:

- **to stop preventable epilepsy deaths and**
- **to be the flagship charity for epilepsy-bereavement support.**

We ensure people with epilepsy can live safely and well, and fight for change with our dedicated communities of supporters. By representing the voices of those who have died and who are bereaved by epilepsy, we learn from deaths, and use research, policy and campaigns to raise awareness & take action that helps save lives.

We provide world-leading advocacy and support to people devastated by an epilepsy death, and empower them to contribute to the work needed to prevent deaths. We also work with experts and organisations worldwide to provide free, award-winning resources and information on epilepsy risks.

Our supporters and volunteers are our heart – helping us raise awareness, funds & sharing their powerful personal experiences to drive our work forward.

Our fundraising and our dedicated supporters who raise funds in our name, and often in memory of their loved one are central to our mission — without them, we couldn't drive forward with our mission to see a future where there are no preventable epilepsy deaths.

Find out more about us by taking a look at our strategy and latest annual report.



The role

Are you passionate about motivating and supporting people to take part in a wide range of fundraising events? Do you have a proven track record of engaging positively over time with donors throughout their journey alongside a charity? Are you a positive, skilled communicator with an eye for detail and an ability to get 'stuck in'? If so, this role could be for you.

Working both independently and with the wider team you will deliver a high-quality community fundraising service. You may have worked in a fundraising department and/or similar role before, or maybe you have a proven track record of being able to engage positively with people and provide excellent customer service, and are looking for a role that will make a real difference to the lives of others. We need someone with enthusiasm and a can-do attitude, who isn't afraid to be proactive, to continue making sure we give the best service to those who support the charity. Someone who is also comfortable learning from and collaborating with those around them, and able to quickly pick up the processes already in place for this role.

Engaging confidently with people and feeling comfortable in adapting your approach to different audiences is a key skill for this role. This is particularly important as many of our supporters & fundraisers are bereaved.

Building positive supporter connections is at the heart of what we do at SUDEP Action, so setting a positive example of this through your plans and actions, and demonstrating the importance of maintaining strong, personalised supporter relationships is key. Many of our community support the charity for many years in a number of ways – like an extended family – so this role is vital in keeping them connected to our work and motivated to support us. You'll also know how to keep good records and follow processes to ensure we can show our engagement and impact.

Much of the charity's income comes from our motivated and passionate supporters, so this role is a key part of income generation. The successful candidate will be able to build on current processes and successes to grow our engagement across all fundraising activities, platforms and campaigns.

Role:	Fundraising Officer (Community Fundraising) – Maternity Cover	
Location:	Office-based in Wantage, Oxfordshire (4 days a week in the office, with the option to work remotely on a Friday)	
Contract type:	Fixed Term Contract (12 Months) from January 2027	
Accountable to:	Fundraising Manager	
Salary:	£24-30k FTE	
Hours:	Full time at 35 hours per week	
Benefits:	• 25 days annual leave plus bank holidays (rising after two years) • Salary sacrifice pension scheme (3% employer's contribution) • Flexi time scheme	• Birthday leave • Medicash healthcare scheme • Ride to work scheme • Training opportunities
Probation & Notice	• 3-month probation period • 1-month notice period	

Main responsibilities

Community Fundraising

- Provide tailored support to all our community fundraisers for their fundraising events – building effective relationships to motivate their engagement and fundraising.
- Strengthening donor/fundraiser engagement over time via a range of strategies and positive engagement e.g. to show appreciations and thanks.

Fundraising Campaigns

- Assist with growing and running the day-to-day administration of SUDEP Action fundraising campaigns (e.g. our Purple Day, Light up the Sky, Big Give and October fundraising events), engaging with fundraisers throughout the process (from registration to completion).
- Provide support and insights to support the Fundraising Manager with the design and evaluation of fundraising campaigns (this is done in collaboration with other charity departments).
- Take responsibility for associated campaign administrative tasks such as mailing list preparation, thank you letters and distribution of campaign items.

Building & Maintaining Relationships

- Create and maintain long-term relationships with supporters.
- Tailoring supporter contact to suit their needs and experiences – recognising the need to act sensitively, personally and with empathy, especially with bereaved supporters.
- Identifying opportunities to signpost supporters to other aspects of the charity's work (& facilitating connections with other members of the team who can take this forward).

Regulatory, Financial & Reports

- Ensure all fundraising activities are compliant with regulatory/legislative requirements (eg: the Fundraising Regulator and Charity Commission). Keeping up to date with best practices.
- Ensure that full fundraising records are up-to-date, recorded in the charity CRM, and comply with GDPR.
- Inputting fundraising income data – working with the Fundraising Manager to analyse, monitor and produce monthly/quarterly reports.
- Collect, process and evaluate community fundraising data/activities to find patterns and other insights to inform and improve funding income channels.

In Memory Giving

- Monitoring donations from the following: one-off donations, regular giving, Much Loved tributes, major gifts and legacies. Working as instructed by the Fundraising Manager to engage with supporters who donate via these methods.

General

- Responding to fundraising queries via email and phone in a timely manner.
- Involvement in communications activity to promote our fundraising activities eg: social media, newsletters, website.
- Supporting the wider SUDEP Action team with various admin tasks as required eg: data input, distribution of resources.

Things we all do at SUDEP Action:

- Act as a champion internally and externally for the work of SUDEP Action

- Attend and assist at SUDEP Action events and activities as required (this involves very occasional evening/weekend work)
- Adhere to SUDEP Action's policies and procedures
- Other ad hoc duties on occasion as required

What we are looking for

Essential:

- ✓ Minimum of 2 years' experience in a customer-facing role
- ✓ Experience of working with a wide range of people and organisations, and an excellent team player
- ✓ Excellent interpersonal, networking and relationship building skills
- ✓ A proactive approach to work – comfortable generating ideas to add value to those you engage with
- ✓ Excellent written and verbal communication skills
- ✓ Excellent organisational skills, attention to detail, and the ability to manage a busy and varied workload
- ✓ Ability to accurately follow processes and systems and quickly embed them into daily work
- ✓ An open approach to collaboration, learning from & listening to the experience of others and comfortable working positively across teams
- ✓ Excellent IT skills including Microsoft Office and Teams
- ✓ A good standard of general education, educated to at least 'A' Level standard

Desirable:

- ✓ Experience in a similar community fundraising role
- ✓ Experience of working with a wide range of donors including community fundraisers, major donors, companies and trusts
- ✓ Experience of managing sometimes emotionally demanding work, and sensitively communicating with a wide range of audiences, including bereaved supporters
- ✓ Proven track record of income generation
- ✓ Experience of developing and supporting fundraising campaigns
- ✓ An understanding of fundraising regulations and best practices for charity fundraising
- ✓ Knowledge and experience of Beacon or similar CRM system

Application process

Interested? Please send us a CV and cover letter, via the Charity Jobs platform, showing us why:

- you want to work at SUDEP Action,
- you think you are a great candidate for this role,
- why your skills and experiences make you a good fit.

It doesn't have to be long, 1-2 pages at most, but should give specific examples to demonstrate your suitability to the role and the impact you have had in similar roles.

Applications not including a cover letter including the above will not be shortlisted.

SUDEP Action is an equal opportunities employer, and we're committed to treating applications fairly. Initial shortlisting for interview is done blind (the hiring team receive anonymised versions of your CV/Letter).

If you are shortlisted for this role, you'll receive an invitation for the next stage (a face-to-face interview). We'll send you details on anything you need to prepare. We usually have a maximum of a three-stage process before a final decision is made.

If you require any reasonable adjustments to be made as part of the application process, please email us via sarah.harris@sudep.org and we'll discuss this further with you.

Recruitment timetable:
Closing date for applications: Friday 27th November, 11am
Interviews: Wednesday 9th December