

JOB DESCRIPTION

Job title	Fundraising Officer
Reports to	Head of Fundraising, Marketing and Retail
Department	Marketing & Fundraising
Salary	£29,000
Contract	Permanent
Hours	Equivalent of 35 hours a week on a 9-day fortnight basis – e.g., 9am-5:30pm each day, with every other Friday off (open to flexible working patterns)
Work Pattern	Monday to Friday, with some occasional weekend or evening work
Location	At least two days per week on site in our London office (Brixton) and Deptford workshop. Rest of time can be remote.

About The Bike Project

The Bike Project is an award-winning charity which refurbishes second hand bikes and donates them to refugees. We were founded in 2013 by, Jem Stein, after he struck up a friendship and found a bike for Adam, a Darfuri refugee who had fled his home in Sudan after war broke out.

The Bike Project has grown into a national operation with new CEO, hundreds of volunteers, a team of committed staff, roadshows in different cities, an online shop and two workshops, one in London and one in Birmingham.

To date we have supported over 15,000 refugees and people seeking asylum by giving them a second-hand bike. In addition, we have supported hundreds through our programmes designed to build confidence and build friendships in the local community.

We are now working towards our ambitious goal - that every refugee, wherever they are, can access the transformative power of a bike. Alongside this, we are strengthening our processes and procedures to ensure we are work efficiently and sustainably. To help us do this we need people that are full of ideas, who love problem solving and are not afraid to suggest new ways of doing things to achieve the best possible results for our community.

You can learn more about the impact of our work on website [here](#).

Purpose of the Role

This role works across a broad range of fundraising channels and income streams, including Trusts and Foundations, Challenge Events, Individual Giving, Community Fundraising and Major Donors.

You will work across the team on multiple projects, being capable of both working independently and as part of a group, on bids, events and campaigns to help the organisation meet its funding targets, reaching different supporter groups.

This role would suit a Fundraising Executive looking to progress their career and make the step up to Officer level, or someone who has experience of managing relationships and wants to progress into the charity sector.

Principal Accountabilities

- 1. Trusts and Foundations** – To work with the Trusts and Foundations Lead to secure grants, including identifying prospects, writing proposals, developing grant reports together with the Programmes Team, and ensuring accurate recording on Salesforce. Approximately 2 days a week.
- 2. Challenge Events** – To manage our challenge events programme, including the London to Brighton Bike Ride, Royal Parks Half Marathon, Lloyd's of London abseil and London Marathon, helping with recruitment, onboarding and stewarding participants to achieve agreed income targets and supporter satisfaction.
- 3. DIY Fundraising** – To lead this area, supporting current and potential fundraisers with developing and delivering their ideas and meeting their fundraising targets, including promoting and managing our Refugee Routes fundraiser.
- 4. Individual Giving Appeals** – To support the Head of Fundraising, Marketing and Retail with developing communications, planning and implementing appeals, including Gifts for Refugees with our winter appeal, plus activity throughout the year to encourage support for the charity.
- 5. Events** – To work with the Head of Fundraising, Marketing and Retail to develop and deliver an exciting programme of events to engage supporters and encourage giving, including our Jokes and Spokes comedy fundraisers, major donor events, and other supporter engagement events.
- 6. Donor stewardship** – To work with the team to develop and deliver high-quality donor communications, including managing the team inbox, sourcing impact stories and fundraiser stories, monitoring different fundraising platforms, thanking and banking and excellent record keeping on Salesforce.
- 7. New fundraising streams** – To work with the team to develop potential new ideas, collateral and campaigns, such as in-memory fundraising.
- 8. Ensure that all activities comply with the General Data Protection Regulation (GDPR) and other relevant privacy laws.**
- 9. To be responsible for the Health and Safety of themselves and to co-operate under the Health and Safety at Work Act 1974 to ensure safe working practices are maintained.**

- 10. To be aware, recognise, respond, and report any concerns or incidents to our Safeguarding Lead in line with our safeguarding policies and procedures and help with onward referrals to further support as required.
- 11. To carry out other duties from time to time as requested by the Head of Fundraising, Marketing and Retail

Working at The Bike Project

This role will suit someone who can adapt or work in a fast-paced environment, who can prioritise activities based on the expected amount of income they generate. This will suit someone who can collaborate both within their team, and across other teams throughout the organisation, including Marketing, Programmes and Finance.

It is a fun and creative team to work in, where you will need to show flexibility to help the organisation achieve our objectives, ultimately supporting more refugees with bikes.

The Fundraising Team

Head of Fundraising, Marketing and Retail (your line manager) – F/T
 Trust and Foundations Lead (who you will work with on Trusts and Foundations applications) – P/T (3 days a week)
 Corporate Partnerships Lead – P/T (4 days a week)
 Fundraising Officer (this role)

Person Specification

Requirement	Essential	Desirable	Method of Assessment
Excellent interpersonal, copywriting and communication skills, with the ability to adapt your style to different audiences, the ability to listen and understand the needs of others, to demonstrate empathy.	✓		Application and Interview
Strong digital skills, including experience of digital fundraising platforms, such as Raisely, to develop compelling campaigns, digital fundraising techniques and email campaign platforms	✓		Application and Interview
Experience of event delivery, including managing volunteers, ordering materials	✓		Application and Interview
Experience of cross-team working and collaboration on projects to achieve a successful outcome	✓		Application and Interview

Experience of being able to take the lead on ensuring campaigns are delivered on-time, on brief and on budget, both working autonomously and across a team	✓		Application and Interview
Experience of at least two forms of fundraising from: Trusts and Foundations; Challenge Events; Individual Giving; Community Fundraising; Events Fundraising	✓		Application and Interview
Strong customer service or stewardship experience, dealing satisfactorily with supporters or enquiries to achieve a successful outcome	✓		Application and Interview
Research experience, whether in analysing a funder is appropriate to approach with an application, or planning how to implement fundraising campaigns	✓		Application and Interview
The ability to be proactive to new opportunities	✓		Application and Interview
Experience of developing Salesforce or similar CRM/database, and utilising data-driven insight to deliver results	✓		Application and Interview
Share The Bike Project's values and ethos; committed to The Bike Project's vision	✓		Application and Interview
Willingness to work flexibly as required including occasional travel, weekend or evening work	✓		Application
The right to work in the UK	✓		Application
Understanding of the issues refugees or other marginalised groups face in the UK and how this applies to the work of The Bike Project and/or lived experience of being a refugee		✓	Application and Interview
An interest/experience in cycling and an understanding of the transformative impact a bike can have		✓	Application and Interview