

JOB DESCRIPTION

Job Title: Fundraising Development Officer (Maternity Cover)

Date: February 2025

Department: Fundraising

Line Manager: Fundraising and Grants Lead

Grade/Pay Scale: £25,000 circa

Location: The Haven Wolverhampton, Hybrid

Status: 12 months fixed term

Job Purpose

To provide administrative support for the Fundraising and Development team at The Haven in accordance with GDPR and donor care principles. This role will be required to create bespoke communications with our donors and the Wolverhampton community to raise awareness of our organisation and build meaningful relationships. Researching, developing and coordinating events on behalf of The Haven is a key responsibility of this opportunity and leads to vital funds being raised for the women and children we support.

This is a great opportunity for someone looking to gain a broad understanding of fundraising as you will work across multiple income streams being hands on and making a direct impact.

Scope of Job – Main Tasks, Duties, and Responsibilities

- Research fundraising opportunities and potential partners in the local community.
- Supporting the design of tailored supporter journeys by communicating with donors across a range of channels including but not limited to telephone, letters, email and in person.
- Autonomously writing and sending well-written communications to supporters such as welcome and thank you letters, emails and certificates

- Support with the management of both financial and gift in kind donations, including thanking donors and processing donations onto the CRM database
- Ensure the CRM database is accurately kept up to date with donor/supporter information and recording pertinent activities and communications, in line with GDPR
- Changing collection tins in locations across the city and outskirts, processing the contents and adding to relevant databases accurately and efficiently
- Responding to general gift in kind/fundraising requests or offers of support via the telephone and email
- Leading on, and supporting the team with administrative tasks
- Support with creating interesting and dynamic fundraising PR including Mailchimp mailings and poster/certificate design via Canva
- Support with updating The Haven website copy and information on The Haven's ticket selling platforms, including fundraising events and activities
- Support with the coordination of Haven fundraising events, liaising with providers and attendees to ensure their smooth running. Plus supporting directly at events where applicable.
- Research and develop our relationship with third party providers of challenge events and create a promotion plan.
- Evaluate each event and plan next year's activities including researching exciting new events for the Haven to trial with our incredible supporters.

General Duties and Responsibilities

- To undertake such other duties, training and/or hours of work as maybe reasonably required, and which are consistent with the general level of responsibility of this job.
- To have personal responsibility for maintaining personal and professional development to meet the changing demands of the job and The Haven, by undertaking appropriate training and development activities. This includes encouraging and supporting staff and managers in their training and development.

- To undertake any health and safety training and related activities such as First Aid, Fire Marshall, Duty Hold, Health & Safety representative etc. as required for the post and as required by The Haven Wolverhampton to ensure their Health & Safety Policy is implemented effectively.
- To ensure equity of opportunity both in service provision and employment, having regard to the needs of the diverse communities we serve.
- To act in accordance with the organisations standing orders, financial regulations and financial procedures.
- To comply with legislation and The Haven's policies including Confidentiality, Information Sharing, GDPR, Computer Security, Safeguarding vulnerable adults and children, and Human Rights.
- To undertake any other duties commensurate with the grading of the post subject to reasonable adjustment under the Equality Act.
- The duties of the post may change and develop from time to time in the light of new legislation, The Haven's Policies, organisational development and social trends. Such development will be monitored in conjunction with the Chief Executive and will be reflected as necessary in the aims and objectives of the post.

The Person specification provides a list of essential and desirable criteria which a candidate should possess to be able to perform the job. Each of the criteria listed below will be measured through one or a combination of the following: A = Application form/CV; I = Interview; D = Documentation; R = References and T = Test.

Job Title:	Fundraising Development Officer	Job Purpose: The Fundraising Development Officer with increase engagement with our current supporters and with the wider community. Building our name, our brand and our relationships. They will have excellent communication skills and be able to create bespoke partnerships that benefit the women and children we support.
Date:	February 2025	

FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Experience	<ul style="list-style-type: none"> Experience of working within the voluntary/charitable sector. 	<ul style="list-style-type: none"> Experience of fundraising. Experience of event organising. 	A I R
Knowledge & Understanding	<ul style="list-style-type: none"> Commitment to learning about domestic abuse and violence against women and girls. Good awareness of social media (even if used in a personal, rather than professional capacity) Understanding of building relationships with individuals, groups and businesses 	<ul style="list-style-type: none"> A good working knowledge of the needs of survivors of Domestic Abuse. Donor retention. 	A I R T
Skills & Abilities	<ul style="list-style-type: none"> Commitment to professional development and learning Strong attention to detail and writing skills Good interpersonal skills; effective at developing and maintaining relationships with various people within the organisation Creative Able to work effectively and with others in remote/ hybrid working context, utilising technology such as MS Teams Able to travel and work unsociable hours on occasions if required to undertake activities or continued professional development activities Knowledge of Wolverhampton area 	<ul style="list-style-type: none"> Knowledge of design and creating eye-catching communications 	A I R
Qualifications & Training	<ul style="list-style-type: none"> IT literacy and working knowledge of Microsoft Office 		A I D