

Everything you need to know about being our Community Fundraising Coordinator

You'll work with the Community Fundraising field and central team to ensure effective delivery of the Community Fundraising strategy and plan by maximising the potential of each supporter as well as exploring how the charity can support them.

You will ensure that every supporter has a great experience of Parkinson's UK through developing key relationships and providing operational administrative support, analysis and research as well as assisting in the development and maintenance of robust procedures.

What you'll do

- Provide a welcoming, efficient and professional service to supporters and potential supporters of Parkinson's UK and motivating them on their fundraising journey.
- Work with the Community Fundraising team and other members of the Parkinson's UK Fundraising and Engagement Directorate to ensure effective delivery of the community fundraising strategy and plan
- Support the Community Fundraising team in providing operational and administrative support, analysis and research
- Working with the Community Fundraising Officers, assist in the development and maintenance of robust administrative procedures to enable the whole team to function as effectively as possible
- Participate in the delivery and fulfilment of community fundraising activities and events, including attendance and support of event organiser on the day, as required
- Contact supporters as directed in-line with the individual supporter SLA with Community Fundraising
- Be flexible within the broad remit of the post, undertaking any other administrative duties when required.

What you'll bring

- Friendly and approachable manner with the ability to build and maintain strong relationships and provide first class customer service & supporter care **(A&I)**
- Familiarity with relational databases (Raiser's Edge preferred), including inputting and retrieving data and producing reports. **(A&I)**
- Strong written and verbal communication skills with the ability to communicate with people at all levels providing clear information, support and advice both verbally and in writing **(A)**
- Ability to deal with customer enquiries in a diplomatic and sensitive manner. With a proven ability to take a solution focused approach to problem solving. **(A&I)**
- Ability to work flexibly and effectively as part of a team **(A)**
- Ability to multitask, with strong time management and prioritisation skills. **(I)**
- Experience of supporting the organisation of events or fundraising activity and working collaboratively across teams **(I)**
- Clear understanding of confidentiality, the Data Protection Act and GDPR, in relation to written materials and computerised materials and processes **(I)**
- Experience of operating in a modern digital workplace, including using digital tools to work collaboratively and productively **(I)**

(A) indicates that this criteria will be assessed at the Application stage

(I) indicates that this criteria will be assessed at the Interview stage

(A&I) indicates that this criteria will be assessed at the Application and Interview stage

A bit more about the role

You'll report to the **Community Fundraising Officer**

Your contract will be **Permanent**

You'll work **35 hours a week**

You'll work a **combination between the London office and your home (minimum of 2 days per week in the office)**

You'll be paid **£28,806.67 per year (Travel expenses to the UK office are not covered by the charity)**

Your main relationships will be with:

- **Community Fundraising Team**
- **Supporter Care Team**
- **Events Team**
- **Fundraising and Engagement Directorate**

Be part of the **Fundraising and Experience** directorate

How do we get Parkinson's understood? Through the work of our Fundraising and Experience team. Our bold and creative communications challenge stereotypes, keep Parkinson's in the public conversation and inspire people to take action.

We're a movement powered by people. We grow, engage and inspire communities, volunteers and supporters to rally behind our charity goals. We work to transform Parkinson's, together. We raise funds to enable our ambitious work.

The Fundraising and Experience team develops and delivers effective engagement activities - to support all areas of our strategy, maximise income and raise the profile of Parkinson's and the charity.

What we offer

Our benefits, and what we offer can be found on our website:

<https://www.parkinsons.org.uk/about-us/benefits-working-us>

What we do and how we do it

Our vision • our ultimate aim

Together we will find the cure, and improve life for everybody affected by Parkinson's.

Our social mission • what we deliver

We're a people-powered movement. On the verge of major breakthroughs in Parkinson's. By uniting we will find a cure. Together, we will help people get the best care and will ensure everyone sees the real impact of Parkinson's.

Our values • the way we work

- **People-first:** We're a strong movement for change, informed, shaped and powered by people affected by Parkinson's. We value and support each other.
- **Uniting:** We're people with Parkinson's, scientists and supporters, fundraisers and families, carers and clinicians. We're working, side by side, to improve the lives of everyone affected by Parkinson's
- **Pioneering:** We innovate across everything we do. Creative, courageous and with pioneering spirit, we strive to continually improve.
- **Driven:** We live and breathe our purpose. We set clear goals and strive to deliver the greatest impact for people affected by Parkinson's.