

JOB DESCRIPTION

Job Details:	
Job Title:	Individual Giving Officer
Grade:	3
Department:	Fundraising
Directorate:	Marketing & Engagement
Reporting to:	Individual Giving Fundraiser
Responsible for:	Volunteers
Location	All flexible working arrangements considered

Job Summary/ Main Purpose:

To help maximise income from a wide range of fundraising engagement products and activities locally and nationally. This includes individual giving, regular giving, in memory giving, appeals & lottery products.

You will help to write and deliver compelling cases for support, maintain effective ongoing relationships with donors, including timely stewardship both on an individual basis and through appropriate cultivation events.

You will help manage both scheduling of activities, and the setting up of emails and automated stewardship journey's on our marketing tools.

You will ensure data is clean and up to date on CRM at all times. You will prepare campaign reporting and analysis in real time.

You will deliver innovation through ideas & creativity in line with objectives and tactics set by the Head of Fundraising and the Individual Giving Fundraiser.

You will be supporter centric in your approach putting the needs of our community above all else.

You will receive the training and support you need to succeed in role.

Main Duties and Responsibilities:

- Support with the delivery of our fundraising engagement programme, managing schedules of work, liaising with internal teams and external suppliers as required

- Support the Individual Giving Fundraiser with the overall design and development of our products.
- Manage our email and online communication tools, ensuring the timely set up and scheduling of our outgoing Fundraising Engagement communications
- Work with the Individual Giving Fundraiser to develop and deliver a programme of communication and stewardship journey's for our supporters. Increasing our retention rates and overall lifetime value of supporters.
- Deliver a set of reports that review performance over all Fundraising Engagement activities and campaigns.
- Support proactive approaches to secure new supporters
- Support the Individual Giving Fundraiser to develop and test new fundraising engagement products and initiatives
- Work closely with the Supporter Care Team to ensure the supporter experience exceeds expectations, briefing and inspiring them about forthcoming activities and working collaboratively to resolve issues and improve processes
- Undertake administrative, data input and process and fulfilment tasks as required to maintain timely delivery of supporter communications. Ensure all CRM data involved with Fundraising Engagement is up to date and clean.
- Keep informed and up to date with all new and existing fundraising regulations and legislation
- Maintain and monitor agreed KPIs
- Develop a growing understanding of our supporters and apply this to the development of future Fundraising Engagement approaches
- Maintain a strong relationship with other members of the Fundraising & Communications Team to ensure information on current and planned fundraising activities are shared, and opportunities to work together are acted upon efficiently and effectively.
- To perform tasks and activities as deemed necessary by the Individual Giving Fundraiser and the Head of Fundraising when needed
- Help to raise the profile of Dorothy House through attendance at networking events and meetings.
- Support, manage and inspire volunteers where appropriate to help maximise capacity to deliver a growing profitable portfolio of fundraising engagement events
- To undertake training when necessary and participate in regular appraisals and performance reviews.

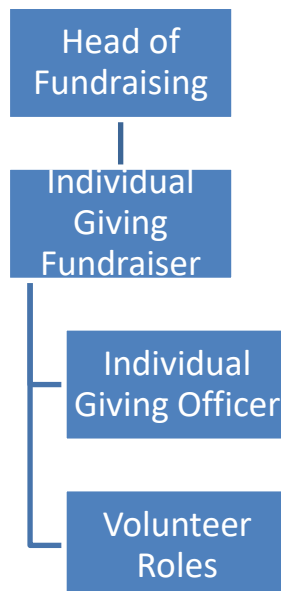
Personal Development

- Undertake required core induction, departmental induction, statutory and mandatory training.
- Collaborate with other members of the team where appropriate in order to learn necessary skills to fulfil the requirements of the role.
- Attend relevant internal training courses.
- Attend relevant external networks / training.
- Proactively maintain relationships with a mentor or coach as set out in your personal development plan

Contacts

- Individual Giving Fundraiser.
- Members of the Fundraising and Agency Team (Marketing and Communications)
- Members of the public and media
- Members of volunteers and support groups - contact at all levels.
- Volunteers who assist in event based fundraising activities in a variety of ways ensuring that Dorothy House is represented in a professional positive and appropriate manner at all times.
- Current and prospective donors.
- Fundraisers from charities with whom Dorothy House is working in partnership to deliver services.

Structure Chart



Person Specification

Criteria	Essential	Desirable
Can demonstrate fundraising experience.		✓
Hold a basic understanding of CRM databases with the ability to ensure records are accurately updated and maintained.	✓	
Good attention to detail with excellent literacy and numeracy skills.	✓	
Able to create effective bid proposals and reports for donor communications.		✓
Experience working towards fundraising targets.		✓
Ability to work independently to take ownership and responsibility of set projects.	✓	
Good verbal communication and interpersonal skills. Demonstrating a confident relationship builder both internally and externally.	✓	
Highly organised and systematic, with the ability to adapt to changing prioritise.	✓	

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health except for designated areas. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.