

Individual Giving Officer

(One off and Regular Givers, In-memory and Legacies)



Prostate Cancer Research

Working hours: 35 hours per week.

Salary: 31,000

Team: Individual Giving Team, within the Public Fundraising department

Location: We have flexible working arrangements, so you can choose to be office based or hybrid, with a minimum of one day in the office per week. You'd also be needed to travel (mostly to London) for team building and strategy days on an ad-hoc basis.

Contract: Full time, permanent.

Job Description

Are you passionate about making a difference and eager to be part of a dynamic and expanding team? Our Individual Giving team is experiencing an exciting period of growth, having recently doubled the number of regular donors and quadrupled the size of our contactable database. This is an exceptional opportunity to join us at a pivotal moment as we develop and implement a new strategy aimed at enhancing our supporter engagement and increasing our impact. You will play a crucial role in this transformation, providing outstanding supporter care and contributing to innovative projects. This position offers a unique chance to learn, grow, and make a tangible impact within a supportive and forward-thinking team.

The role will report into Head of Individual Giving and will work closely with our Individual Giving Consultant, Legacy Officer and the Events Team.

Key Responsibilities

Supporter Care

- Lead on the implementation and development of supporter journeys for individual donors, regular givers, in-memory supporters, and legacy enquiries.
- Ensure all supporters receive exceptional care, feel connected to our cause, and are encouraged to remain part of our community.
- Provide timely and personalised responses to supporter enquiries.
- Create engaging content for emails, social media, newsletters, and other communication channels.
- Collaborate with internal teams to maintain brand consistency and messaging, ensuring cross-sell opportunities are integrated into supporter journeys.
- Cultivate relationships with potential legacy donors and guide those interested in leaving a gift in their Will.

Administration

- Assist with the coordination and delivery of product, appeal, and acquisition activities.
- Record all communications in the database (AccessCRM).
- Prepare reports and analyses to support the evaluation and development of all Individual Giving activities.
- Coordinate meetings, events, and other activities related to donor stewardship.
- Perform other tasks as necessary to assist in achieving the team's strategic aims.

Personal Specification

Essential

- A proactive, positive, and enthusiastic approach to work, with a strong desire to learn and develop new skills.
- The ability to motivate and inspire a range of audiences through relationship building and storytelling.
- Ability to create engaging content for various communication channels and provide timely, personalised responses to supporter enquiries.
- Excellent interpersonal and communication skills, with the ability to build rapport with a diverse range of supporters and stakeholders.
- Willingness to take on additional tasks as needed to achieve strategic aims and support the team's overall success.
- Good organisational and time management skills, with the ability to prioritise tasks and meet deadlines.
- An eye for detail and a commitment to accuracy in all aspects of work.
- Proficiency in Microsoft Office suite and experience with databases (ideally AccessCRM).
- Committed to PCR's values – innovation, collaboration, accountability and championing the patient voice

Desirable

- Experience in a fundraising or customer service environment.
- Knowledge of individual giving fundraising principles and best practices.
- Experience with digital fundraising platforms and tools.
- An understanding of data analysis and reporting.

Personal Attributes

- A high level of initiative and self-motivation, with the ability to work independently and take ownership of tasks.
- A collaborative and team-oriented approach, with the ability to work effectively with colleagues across different departments.
- A creative and innovative mindset, with the ability to generate new ideas and solutions.
- A strong commitment to personal and professional development.

We are seeking a highly motivated and adaptable individual eager to make a meaningful contribution to our growing Individual Giving team. The successful candidate will be a quick learner with a passion for supporter care and a drive to achieve fundraising results. If you are a proactive and collaborative team player, passionate about our cause and driven by success, we encourage you to apply.

Benefits: 25 days annual leave with additional day for every year of service, buy or resell options for up to 3 days and an additional 3-5 days given when the office closes at Christmas); 5% pension; 5% of salary for training, Perkbox account with gym memberships and discounts, Bike2Work Scheme and more.

How to apply?

Please send your CV and a short supporting statement (maximum 1 side of A4) outlining why you want role and why you think you'd be a good fit, giving examples of previous experience.