MUSLIM AID | JOB DESCRIPTION

Job Title:	Community Fundraising & Volunteers Senior Officer (Midlands & North)
Department:	Growth
Location:	UK - Midlands or North of England (with regular travel across the region and to London as required)
Reports to:	Fundraising Lead
Line Management:	None
Contract Type:	Permanent, Full Time
Grade:	3
Safeguarding:	Muslim Aid has a zero-tolerance approach to Sexual Exploitation and Abuse (SEA) and all forms of safeguarding related misconduct, consistent with international standards including the UN Secretary General's Bulletin (ST/SGB/2003/13) and IASC PSEA principles. We are committed to the safeguarding and protection of children and vulnerable people across all aspects of our work. To prevent the recruitment of individuals with a history of SEA or safeguarding misconduct, all posts are subject to pre-employment vetting. This includes criminal records disclosure, a DBS check for UK-based candidates, or an equivalent criminal record check for candidates residing outside the United Kingdom, alongside reference checks that specifically address safeguarding and PSEA conduct. By applying for this position, candidates confirm their understanding of and commitment to Muslim Aid's safeguarding standards and accept that appointment is conditional upon satisfactory completion of all required checks.

JOB PURPOSE

The Community Fundraising & Volunteers Senior Officer (Midlands & North) is responsible for growing and delivering Muslim Aid's community fundraising presence across the Midlands and North of England, in key cities such as Birmingham, Manchester, Leeds, Sheffield, Bradford and Glasgow. Reporting to the Fundraising Lead as part of the wider Fundraising & Growth portfolio, the post-holder builds and sustains regional relationships with mosques, community organisations, diaspora groups and volunteers, and delivers community fundraising campaigns and events on the ground across the region. The role is the primary regional point of presence for Muslim Aid's community fundraising programme outside London and the south, helping to deepen engagement with Muslim communities and grow income in line with the Growth Strategy.

KEY RESULT AREAS & ACCOUNTABILITIES

1. Regional Fundraising Delivery & Income	
Deliverables	• Deliver community fundraising activities across the Midlands and North of England in line with the annual work plan, campaign plan and agreed regional income targets. • Deliver and evaluate regional fundraising campaigns, ensuring strong supporter experience and value for money. • Develop new regional fundraising opportunities, including community events, challenges and partnerships, in line with Muslim Aid's strategic priorities. • Report income and activity performance across the region on a monthly basis, flagging any variance against targets to the Fundraising Lead. • Submit all regional activity through the Business Case Proposal process to confirm viability and resource alignment ahead of implementation. • Represent Muslim Aid at regional events, challenges, mosque gatherings and community occasions to further the aims of the organisation.

	• Manage a regional fundraising budget, forecasting income and expenditure and reporting monthly to the Fundraising Lead. • Evaluate fundraising activities and utilise the data to strengthen future activity planning and delivery.
2. Mosque & Community Partnerships (Regional)	
Deliverables	• Build strong relationships with mosques, Islamic schools, Muslim Student Associations and faith-based networks across the Midlands and North to facilitate access to donations. • Develop relationships with regional imams, community leaders and influential local volunteers who can act as Muslim Aid ambassadors and fundraising champions in their communities. • Deliver events with local organisations that increases Muslim Aid's physical presence and visibility in cities with high concentrations of Muslims across the region. • Coordinate mosque-based fundraising activities in partnership with local mosque committees and volunteers. • Maintain an accurate, up-to-date log of regional mosque and community relationships, sharing updates with the wider Community Fundraising & Volunteers team. • Identify opportunities to engage regional diaspora communities in support of the Growth Department's diaspora engagement work.
3. Volunteer Recruitment & Support (Regional)	
Deliverables	• Recruit, support and coordinate volunteers across the Midlands and North to deliver community fundraising activity and events. • Host volunteer events that helps them stay connected and feel valued by the organisation. • Maintain accurate regional volunteer records as part of the national Volunteer Database, in line with the Volunteers policy. • Advise regional volunteers on setting up and promoting their own fundraising pages and community appeals in line with organisational standards. • Report on regional volunteer numbers, activity and feedback as part of the teams wider reporting requirements.
4. Regional Events & Activities	
Deliverables	• Work with the Communications team to ensure event materials and messaging are on-brand and appropriate to local audiences. • Collaborate with Procurement on local supplier, venue and event partner contracting ensuring checks and contracts are in place before work commences. • Complete post-event evaluations and ROI trackers for all regional activity, sharing learnings with the Fundraising Lead and wider team.
5. Content, Social & Live Appeal Coverage	
Deliverables	• Coordinate on-the-ground capture of reels, photos and short-form social content at community fundraising events, mosque activities and campaign moments, in the absence of a dedicated UK-based videographer. • Ensure live TV and online appeal coverage is properly resourced and supported on the ground, working with the Fundraising Lead and Product & Campaigns team on scheduling and logistics. • Act as the team's coordination point with the Social Media & Content Officer and overseas Digital Content Creator, ensuring raw content is shared promptly and briefs are understood. • Where budget allows, coordinate freelance or volunteer videographer support for larger UK events, in line with the agreed Growth budget envelope.
6. Monitoring, Compliance & Safeguarding	
Deliverables	• Act as the regional first point of contact for safeguarding queries arising from community fundraising and volunteering activity, escalating all concerns to the Safeguarding Lead within 24 hours. • Organise regional volunteers and partners safeguarding awareness briefings prior to activity commencement. • Ensure all regional fundraising materials and communications are reviewed for ethical compliance and alignment with Muslim Aid's values before use.

KEY PERFORMANCE INDICATORS (KPIs)

Specific regional income targets to be reviewed and agreed with the Fundraising Lead. All KPIs are reviewed monthly/quarterly as indicated.

Area	KPI	Target / Frequency
Income	Regional community fundraising income vs annual target	Monthly; year-on-year growth
Mosque Partnerships	New mosque / community partnerships established in the Midlands and North	Quarterly; target set in annual work plan
Presence	Number of physical events / engagements delivered in priority regional cities	Quarterly; against annual target
Volunteers	Number of active regional volunteers recruited and retained	Monthly; against annual growth target
Campaigns	% of regional activity with completed Post-Campaign Review within 30 days	Monthly; target 100%
Compliance	Safeguarding and data protection concerns escalated within 24 hours	Ongoing; target 100%

PERSON SPECIFICATION

Criteria	E / D	Assessment
QUALIFICATIONS		
Educated to degree standard or equivalent	Desirable	Application
Relevant professional qualification (e.g. IoF Certificate in Fundraising)	Desirable	Application
EXPERIENCE & KNOWLEDGE		
Experience in community fundraising, regional fundraising or a related supporter-facing role	Essential	Application & Interview
Demonstrable experience building and sustaining relationships with mosques, community organisations or faith-based networks	Essential	Application & Interview
Strong working knowledge of Muslim communities and community structures in the Midlands and/or North of England	Essential	Application & Interview
Experience delivering fundraising campaigns or events (e.g. Ramadan, Qurbani, Emergency appeals)	Essential	Application & Interview
Experience recruiting and supporting volunteers	Essential	Application & Interview
Direct accountability for income or activity targets	Essential	Application & Interview
Knowledge of BME and faith-based communities, including diaspora groups	Essential	Application
Understanding of GDPR, Fundraising Regulator standards and safeguarding requirements	Essential	Application
Knowledge of digital fundraising platforms and CRM/supporter database systems	Desirable	Application
SKILLS & ABILITIES		
Strong relationship-building skills, with the ability to represent Muslim Aid credibly within diverse Muslim communities	Essential	Interview
Self-motivated and able to work independently across a wide geographic region with minimal day-to-day supervision	Essential	Interview
Excellent written and verbal communication skills, including with mosque leaders, volunteers and community stakeholders	Essential	Interview & Application

Strong organisational and planning skills, with the ability to manage multiple regional activities and priorities	Essential	Interview
Ability to carry out projects from conception to completion within budget	Essential	Application & Interview
Ability to work under pressure and on own initiative	Essential	Interview
Full UK driving licence and willingness to travel extensively across the region, with occasional travel to London	Essential	Interview
Willingness to work evenings / weekends as required, particularly during peak campaign periods	Essential	Interview
COMMITMENTS & VALUES		
Commitment to Muslim Aid's mission, vision and values	Essential	Interview
Commitment to Muslim Aid's ethos and Islamic principles of giving (Zakat, Sadaqah, Waqf, Amanah)	Essential	Interview
Commitment to equality of opportunity and diversity	Essential	Interview
Commitment to Muslim Aid's Child and Vulnerable Adults Safeguarding Policy	Essential	Interview
Commitment to continuous professional development	Essential	Interview

CORE COMPETENCIES

Competency	Definition
Relationship Building	Builds and sustains trusted relationships with mosques, community networks and volunteers across the region; translates relationships into sustainable income.
Communication	Listens actively, expresses ideas clearly and communicates effectively with diverse community audiences.
Self-Direction	Works independently and proactively across a wide geographic patch, managing own workload and priorities with limited day-to-day oversight.
Results Focused	Gets the job done efficiently through effective time, task and budget management; monitors and adjusts to achieve targets.
Local Insight	Understands the make-up, needs and dynamics of Muslim communities in the region; uses this insight to shape effective local engagement.
Resilience & Flexibility	Adapts to a varied and travel-intensive role; remains effective and positive when working across different locations and contexts.
Islamic Values in Practice	Embodies and communicates Muslim Aid's Islamic ethos authentically; applies the principles of Zakat, Sadaqah and Amanah in community fundraising.

Muslim Aid is committed to the safeguarding and protection of children and vulnerable adults. All posts are subject to the relevant level of background check. Muslim Aid is an equal opportunities employer.