

Job Title:	Community Fundraising Volunteers Coordinator
Department:	Community Fundraising
Location:	London
Reports to:	Community Fundraising Manager
Line Management Responsibility:	None
Budgetary Responsibility:	None
Child Safeguarding Level:	<p>We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us.</p> <p>Therefore, this post is subject to a range of vetting checks including a criminal records disclosure, DBS, or in the event that the employee is not a UK resident, a check to its equivalent in the current residing country will be required.</p>

Job Purpose:

The Community Fundraising Volunteers Coordinator is to drive and enhance fundraising efforts for Muslim Aid by planning, coordinating, and executing innovative fundraising events and campaigns across regional and national levels. This position involves deep engagement with the Muslim community and various stakeholders to maximise fundraising opportunities and achieve financial targets.

The post holder will ensure that all activities adhere to regulatory standards and organisational promises, effectively represent the organisation in public forums and live appeals, and manage productive relationships with external partners to optimise outcomes. Additionally, the post holder supports strategic campaign planning and evaluation, ensuring continuous improvement and compliance with legal frameworks. The incumbent is expected to be flexible, with readiness to travel and adapt to unsociable hours as needed to meet the demands of the role.

Main Responsibilities

Fundraising and Stakeholder Management:

1. Collaborate with the Fundraising team to optimise income through various community and innovative events, meeting agreed financial targets.
2. Possess a thorough understanding of the Muslim community and its key stakeholders.
3. Execute the fundraising strategy and achieve objectives within the allocated budget.
4. Raise funds with key stakeholders such as universities, volunteers, mosques and the general public at large.
5. Plan and manage fundraising and promotional events across the region, adapting successful strategies for national implementation. This includes participation in events at schools, businesses, mosques, and with community groups and the general public.
6. Ensure all fundraising activities comply with our Supporter Promise and adhere to relevant fundraising regulations.

7. Act as a representative for Muslim Aid during live appeals as needed.
8. With support of Fundraising Manager create a yearly fundraising plan to ensure the best possible value for money and ROI.
9. Support the Fundraising Manager in additional fundraising activities as required.
10. Develop and execute campaign plans in collaboration with the Fundraising Manager and department team.
11. Conduct local donor market analysis to identify strengths, weaknesses, opportunities, and threats.
12. Follow through on action items from meetings and discussions.
13. Ensure the 'Income Tracker' is up to date to enable reporting on activity and progress to date.
14. Generate evaluation reports for fundraising activities, integrating lessons learned into future plans.
15. Ensure all monies raised is processed in a timely manner in line with departmental policy/procedures.
16. Ensure monthly / quarterly events are planned in advance and all relevant stakeholders (internal and external) are kept in the loop such as social media, graphics design, volunteers etc.
17. Assist in managing fundraising-related content and scheduling on social media platforms, collaborating with the digital team to engage both new and existing audiences.

Responsibilities: - Volunteers

18. Coordinate volunteer involvement nationally, such as fundraising, administration and awareness raising.
19. Cultivates a positive and supportive atmosphere by recognising volunteer efforts and assisting volunteers with their interests within the IGM department.
20. Provide guidance, support, resources and tools to IGM staff who supervise IGM volunteers.
21. Ensure that all data held on Volunteers is stored in accordance with data protection requirements.
22. Promotes the IGM volunteer efforts and its accomplishments internally and externally.
23. Requests volunteers from the Volunteer Department for events.
24. Ensure these volunteers are effectively managed and fully briefed to successfully complete their assigned tasks.
25. Oversee the planning, organisation, and execution of fundraising events.
26. Ensure that volunteers are effectively utilised during these events.
27. Monitor and evaluate the performance of volunteers during events to ensure high productivity and adherence to the event's goals.
28. Act as the primary liaison between the Fundraising Department and the Facilities & Volunteers Department to secure the required volunteer support for each event.

Additional Responsibilities:

29. Be available for national travel at short notice to engage with donors and participants at various community events.
30. Work flexible hours, including evenings, weekends, and holidays, particularly during peak periods.
31. Adhere to all organisational policies, procedures, and legal/regulatory requirements.
32. Ensure adherence to standards set by the Fundraising Regulator and GDPR.
33. Conduct due diligence checks on all speakers, suppliers, and other collaborators.
34. To ensure all records are maintained and stored appropriately in line with MA document management and IT policies.
35. Manage and maintain the fundraising merchandise storage area in compliance with health and safety standards.
36. Any other duties the commensurate with the accountabilities of the post.

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Person Specification		
	Essential / Desirable	Assessment Stage
Qualifications:		
Bachelor's degree in Business Administration, Marketing, Communications, Nonprofit Management, or a related field.	Essential	Application
Advanced degree or professional qualification in Fundraising, Marketing, or a related field.	Desirable	Application
Experience & Knowledge:		
Experience in building a fundraising portfolio and securing income across a range of fundraising disciplines, especially from universities, mosques and volunteers.	Essential	Application and Interview
Proven experience in Community Fundraising and volunteer coordination	Essential	Application and Interview
Knowledge of the Muslim community and the key stakeholders.	Essential	Application and Interview
Knowledge of BME and faith-based communities.	Essential	Application and Interview
Skills & Abilities:		
Able to inspire people and to develop long-term relationships, with the gravitas to gain the trust and respect of relevant internal and external stakeholders.	Essential	Application and Interview
Excellent organisational and planning skills.	Essential	Application and Interview
Excellent communication and interpersonal skills.	Essential	Application and Interview
Ability to delegate tasks to volunteers.	Essential	Application and Interview
Able to refine and implement plans to increase activity/campaign effectiveness.	Essential	Application and Interview
Ability to develop and manage budgets effectively.	Essential	Application and Interview
Advanced skills in donor management software and CRM systems.	Desirable	Application and Interview
Ability to plan strategically and implement fundraising campaigns.	Desirable	Application and Interview
Creative thinker with the ability to innovate and implement new fundraising strategies.	Desirable	Application and Interview

Ability to multitask and manage various project elements simultaneously.	Essential	Application and Interview
Proficiency in using social media platforms for promotional and fundraising activities.	Essential	Application and Interview
Ability to analyse data and produce detailed reports on fundraising outcomes and market research.	Essential	Application and Interview
Resilient and capable of handling multiple priorities in a fast-paced environment	Desirable	Application and Interview
Flexible and adaptable to work unsociable hours, including evenings, weekends, and holidays.	Essential	Application and Interview
Commitments:		
Commitment to Muslim Aid's mission, visions and values.	Essential	Interview
Commitment to Muslim Aid's ethos.	Essential	Interview
Commitment to equality of opportunity and diversity.	Essential	Interview
Commitment to Muslim Aid's Child and Vulnerable Adults Policy and Procedure.	Essential	Interview

You will display the competencies below :

Competencies	Definition
Team working	Collaborative and co-operative approach to engaging with internal and external stakeholders.
Communication	The ability to listen, express and communicate information effectively.
Performance Management	Delivery of organisation objectives through effective setting of SMART personal goals and team goals.
Results Focused	Getting the job done in an efficient way through effective time, task and financial management.
Leadership	Inspiring, supporting and developing others to achieve outstanding levels of performance.
Innovation & Continuous Improvement	Constantly seeking to improve the way business is done through analysis, creativity, problem solving and change initiatives.

Please signify your acceptance of this job description by signing below and returning a copy to HR

Employee signature:		Employee Name:		Date:	
Line Manager Signature:		Line Manager Name:		Date:	