Nystagmus Network

Job description and person specification

Fundraising, Communications and Operations Coordinator

Reports to: Chief Executive Officer (CEO)

Hours: 21 hours per week (0.6 FTE); working pattern to be agreed with the successful candidate.

Contract: 12-month fixed term, with potential for extension subject to funding and organisational needs.

Salary: £20,400 per annum (£34,000 full-time equivalent, based on a 35-hour working week).

Location: Home-based, with travel to fundraising, community and other charity events as required. Occasional evening and weekend work; agreed additional hours compensated with time off in lieu (TOIL). Reasonable agreed travel expenses will be reimbursed.

Holiday: 25 days plus bank holidays, pro rata.

About Nystagmus Network

Nystagmus Network is the UK's leading charity supporting people living with nystagmus, a lifelong condition characterised by involuntary eye movement that affects vision. We provide information, support and advocacy to people with nystagmus and their families, raise awareness of the condition, and fund research into effective treatments.

We are a small, ambitious charity committed to improving information and support, strengthening networks and increasing understanding of nystagmus. We are committed to equality of opportunity and welcome applications from people with lived experience of nystagmus or visual impairment.

Purpose of the Role

The postholder will help build Nystagmus Network’s fundraising capacity, grow and diversify income and contribute to the charity’s long-term sustainability. Working closely with the CEO, Community Engagement and Fundraising Coordinator and wider team, they will take a proactive, hands-on approach to community fundraising, digital campaigns, corporate opportunities and supporter engagement, alongside wider communications and operational delivery.

Fundraising and income generation will be central priorities. The CEO and postholder will agree a manageable programme of work within the contracted hours, with priorities changing according to campaigns, events and organisational needs.

Key responsibilities

Fundraising development and income generation

- Work with the CEO and Community Engagement and Fundraising Coordinator to develop and deliver agreed fundraising plans, sharing responsibilities to increase overall capacity and avoid gaps or duplication.
- Proactively identify and develop opportunities across community fundraising, digital fundraising, individual giving, corporate partnerships and other agreed income streams.
- Develop and deliver fundraising campaigns, appeals and initiatives, including online and seasonal campaigns.
- Engage, encourage and support community fundraisers and volunteers, providing practical guidance, materials and ongoing stewardship.
- Build relationships with existing and prospective supporters, businesses and corporate partners; research sponsorship and workplace fundraising opportunities and develop proposals.
- Create compelling fundraising copy, impact stories and supporter journeys that encourage engagement and repeat giving.
- Improve online giving journeys and fundraising tools in collaboration with colleagues and suppliers.
- Monitor income, campaign performance and supporter engagement using agreed reporting tools and the customer relationship management (CRM) system; use findings to improve future activity.

Communications and digital content

- Maintain an agreed communications calendar and coordinate consistent messaging across the website, newsletters, email and other channels.
- Draft, edit, proofread and publish approved website and digital content, ensuring clarity, accessibility and appropriate tone.
- Work with colleagues to produce materials that explain the charity’s work, research developments, services and fundraising impact.
- Coordinate with website suppliers, volunteers and colleagues to track content updates and digital improvements.

Information and resources

- Coordinate the review, updating and publication of patient, family and professional information guides, factsheets and online resources.
- Maintain version control, review dates and an accurate information-resource inventory.
- Arrange review by the CEO, clinical advisers or other qualified experts where required; do not independently approve clinical or specialist advice.
- Use community feedback and enquiries to identify gaps and opportunities to improve resources.

Research Symposium and events support

- Provide operational support for planning and delivering the annual Research Symposium, working under the CEO's research leadership.
- Coordinate speaker invitations, deadlines, presentations, registrations, accessible event materials, logistics and follow-up communications.
- Support evaluation, recording and reuse of event content where consent and permissions allow; assist with potential sponsorship opportunities.
- Provide administrative support to other agreed professional, fundraising or organisational events.
- Travel to fundraising events and activities as required to support fundraisers, volunteers and event delivery, providing practical on-the-day assistance and a positive supporter experience.
- Represent Nystagmus Network at fundraising, community, partner and other events as requested by the CEO, including occasional evening and weekend commitments. Agreed time worked outside normal contracted hours will be compensated with time off in lieu (TOIL), in line with NN arrangements.

Professional training and continuing professional development (CPD)

- Maintain records of training requests, contacts, schedules, learning materials and accreditation arrangements.
- Coordinate bookings, communications, joining instructions, feedback and follow-up for Qualified Teachers of Vision Impairment (QTVIs), Eye Clinic Liaison Officers (ECLOs) and other professional training.
- Assist with delivery or facilitation of established sessions where trained and appropriate; specialist or accredited content must remain subject to suitable professional oversight.
- Escalate training enquiries or requests requiring specialist knowledge to the CEO or appropriate experts.

Operational and administrative support

- Maintain accurate CRM records, contact lists, project trackers, action logs and shared files, observing GDPR and confidentiality requirements.
- Coordinate suppliers, quotations, event materials and routine invoices for approval in accordance with agreed budgets.
- Support the preparation of progress reports, simple KPIs and evidence of outcomes for the CEO, trustees and funders.
- Work flexibly with colleagues and volunteers to ensure joined-up delivery and continuity, within agreed priorities and capacity.

Compliance and best practice

- Follow Nystagmus Network policies, safeguarding procedures, data protection requirements and the relevant Code of Fundraising Practice.
- Ensure communications and resources are accessible, accurate and approved by the appropriate responsible person.

Dimensions of the Role

Resources: Responsible for the effective use of communications tools, CRM records, information assets and project documentation.

Volunteers and partners: Coordinates contributions from relevant volunteers, suppliers, speakers and specialist reviewers as agreed with the CEO.

Budget: Monitors expenditure and income information for assigned activities within agreed budgets; financial approvals remain with authorised staff.

Key Relationships

Internal: CEO; Community Engagement and Fundraising Coordinator; Best Start project team; Finance Officer; trustees and volunteers.

External: Supporters and fundraisers; professional trainers and advisers; Research Symposium speakers; corporate contacts; suppliers; partner charities and relevant professional organisations.

Person Specification

Essential

- Experience contributing to fundraising, income generation, marketing or supporter engagement, with transferable experience welcomed.
- A proactive, creative and resourceful approach to identifying opportunities and turning ideas into practical action.
- Strong relationship-building skills and confidence engaging supporters, volunteers, businesses and external partners.
- Strong writing, editing and proofreading skills, with the ability to create persuasive, accessible communications for varied audiences.
- Excellent organisational skills, able to coordinate multiple deadlines and work independently in a remote team.
- Experience with digital tools, including CRM or contact databases, email marketing, website content systems or equivalent.
- Confidence working collaboratively with colleagues, volunteers, external partners and specialist contributors.
- Willingness and ability to travel to events as required and work occasional evenings or weekends, with agreed time off in lieu.
- Good attention to detail, sound judgement and understanding of data protection and confidentiality.
- Commitment to the charity’s mission, inclusive practice and high-quality supporter experience.
- Ability to monitor activity and use data or feedback to improve outcomes.

Desirable

- Experience of community fundraising, digital campaigns, online giving platforms or individual giving.

- Experience developing corporate partnerships, sponsorship or workplace fundraising opportunities.
- Experience of supporter stewardship, fundraising appeals, grant fundraising or campaign evaluation.
- Understanding of the Fundraising Regulator's Code of Fundraising Practice.
- Experience coordinating online events, webinars, conferences or professional training.
- Familiarity with CPD administration, accessibility standards and the needs of people with visual impairment.
- Experience managing information resources, editorial approval processes or website updates.
- Understanding of the needs of people with nystagmus or visual impairment, gained through lived, professional or other experience. Disclosure of a disability is not required.
- Experience working in a small charity or organisation with limited resources.

How to apply

Please submit a CV and covering letter of no more than two pages explaining how your skills and experience meet the person specification and why you are interested in joining Nystagmus Network.

Applications: Submit your CV and covering letter via the application method stated in the vacancy advert.
Closing date: Tuesday 15 December 2026 at 5pm.
Online interviews: Thursday 17 December 2026. Please keep this date available.
Anticipated start: January 2027, subject to notice periods and pre-employment checks.

Nystagmus Network is committed to equality of opportunity and welcomes applications from all sections of the community, including disabled applicants and those with lived experience of visual impairment.

We are committed to an accessible recruitment process. If you require reasonable adjustments, application materials in an alternative format or an alternative way to submit your application, please contact the recruitment contact above.

Reasonable adjustments will be considered to support travel and event attendance.