



Job Pack

**Fundraising
Support
Officer**

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Age UK Westminster exists to promote the well-being of older people in the City of Westminster and to help make their lives a fulfilling and enjoyable experience. We focus on services that reduce financial hardship, disadvantage and social isolation for older people in our local community.

Information & Advice Team

Age UK Westminster is a delivery partner for the "Westminster Advice Services Partnership", focused on the delivery of I&A services for older people in Westminster. We provide "drop-in surgeries" and appointments at community locations across the borough; outreach into the community, home visits for those who are housebound, and an enquires line for information and signposting.

Complex Needs Support Service

We provide Information, Advice, Advocacy & Support to older people and their carers in Westminster on and around a range of complex issues they are facing in their lives. This includes but is not limited to welfare benefits, housing & social care, health care, bereavement, family life and loneliness.

Cost of Living Advice

This involves supporting clients to maximise their income. The adviser assists clients by carrying out benefit checks and benefit applications. For those on means-tested benefits, low income, referrals are made on their behalf to the Cost-of-living support fund and for charitable grants.

Befriending

This project provides weekly visits by a volunteer to older people to reduce their social isolation, particularly when they are housebound. A telephone call is available for those who don't want a volunteer visit.

General & Older Volunteering

This project provides a wide range of volunteer opportunities suitable for all ages, needs and abilities with no upper age limit to who can apply.

Digital Inclusion

This project helps older local residents make the most of the internet and their electronic devices in later life and help towards preventing loneliness and isolation. Age UK Westminster offers both group sessions and 1:1 support.

CNWL Digital Inclusion

Funded by CNWL NHS Trust, the KCW Social Isolation project is delivered by Age UK Kensington & Chelsea and Age UK Westminster in partnership. The project provides digital inclusion learning and guidance to adults aged 55+ referred by the bi-borough Older Adults Mental Health team.

Maintenance Cognitive Stimulation Therapy (MCST)

Face to face sessions available for people living with dementia in Westminster. Group members take part in meaningful and stimulating activities through our weekly 24-session Maintenance Cognitive Stimulation Therapy (MCST) programme proven to help maintain memory and mental function. The groups provide a fun, supportive environment where people can build new relationships.

The Heart of Westminster Memory Cafe

The Heart of Westminster Café is a Memory Café for Westminster which offers a relaxed, informal setting for people with dementia and their family, friends and carers to get together. The Heart of Westminster Café provides a mixture of talks, information and advice, entertainment and activities.

Post Hospital Discharge

Age UK Westminster's Wellbeing & Connections Service provides vital assistance to older Westminster residents as they return home after a hospital stay or major health event. This free service from our Wellbeing & Connections team supports those aged 60 and over in making the adjustment back to independent living.

Exercise at home

Exercise at Home is a service that offers home-based sessions for individuals who might be housebound, living with chronic conditions, having mobility and balance issues, and find activities of daily living challenging.

Fit4Life

Age UK Westminster's Fit 4 Life project provides a range of activities and fun exercise classes at a range of community venues across the borough, as well as in the comfort of your own home. Classes are suitable for all, from gentle to more vigorous and challenging sessions.

Activities

Offering a diverse array of activities and services to support older people in the local community. Helping older adults live independently, stay active, and remain engaged with their local surroundings.

How to apply

Please email your CV with a supporting letter (showing how you meet the personal specification) to carly.connolly@ageukwestminster.org.uk

What we offer

- Flexible working
- Hybrid working
- Training and development
- 7% pension contribution
- 28 days annual leave (plus bank holidays) rising to 30 days after five years of service (pro-rata for part time staff)
- London Living Wage employer

Closing date for applications: Friday 18 October 2024, 12noon. Please note we may interview suitable candidates as they apply.

The Role: Fundraising Support Officer

Salary: £26,000 - £29,500 pro-rata pro-rata (per annum) depending on experience - including London Weighting, plus up to 7% Pensions Contribution

Hours: 2-3 days a week - flexible

Responsible to: Head of Fundraising and Development

Based at: Beethoven Centre, Third Avenue, London W10 4JL

Main purpose of the job:

Age UK Westminster is seeking a fundraising officer to join its small team. In this role, the fundraiser will use expert communication skills and a keen sense of initiative to work closely with the Head of Fundraising and Development and spot fundraising opportunities, develop relationships with potential donors, and support delivery of fundraising campaigns and events in the community. They will be involved with coordinating events, writing proposals, and recruiting and leading volunteers to support with community fundraising campaigns/events while helping Age UK Westminster meet its fundraising annual targets.

The ideal candidate will be motivated, professional, and organised and have a experience in research. We're looking for someone who believes in the mission of Age UK Westminster

and has exceptional drive for furthering our fundraising efforts as well as strategising and delivering on new ones.

- To support the Head of Fundraising and Development to identify, research and raise funds to agreed targets for the organisation
- Building and maintaining long-term fundraising relationships with funders and local businesses

Community Fundraising Events

- To support the Head of Fundraising and Development on the promotion of the Charity's community fundraising activities and events and develop a team of fundraising volunteers.
- Plan and organise cost effective community fundraising events which meet desired marketing and fundraising outcomes

Relationships

- To develop relationships with individual donors, statutory services, local businesses and corporates ensuring that high quality ongoing communication results in maintaining and developing in a supportive network of contacts to support the achievement of the charity's short-, long- and medium-term fundraising and strategic objectives.
- Liaise with colleagues and external partners to increase the likelihood of identifying and maximising funding opportunities from all possible sources.
- Attend meetings with businesses, funders, local council and NHS, trusts, local networks and stakeholder as and when required.

Administration and reporting

To work closely with the Head of Fundraising and Development and maintain accurate and updated information on funders and supporters on the Charity Log database.

Ensure database records are correct and up to date and adhere to the organisations reporting guidelines

Ensure all activity is accurately and comprehensively recorded, and in accordance with the Data Protection /GDPR and Fundraising Regulator and other regulatory bodies.

Community Fundraising & Event Management

- To support the Head of Fundraising and Development on the promotion of the Charity's community fundraising activities and events and develop a team of fundraising volunteers.
- Plan and organise cost effective events which meet desired marketing and fundraising outcomes.

General responsibilities

- To work as a member of Age UK Westminster's staff team and support / assist colleagues in the achievement of organisation objectives
- To use initiative and work effectively with others
- To maintain service user confidentiality
- To review development needs through regular supervision and appraisal and participate in appropriate training and development activities
- To undertake other duties as may be reasonably required by the Senior Management Team or Trustee Board in the pursuit of the aims and objectives of Age UK Westminster
- To work within Age UK Westminster's values, principles, policies and procedures.
- Support Age UK Westminster approach to a broad, visible diversity and equality agenda and to ensure that we take account of the needs of the whole community.
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Person specification/experience

Essential:

- Exceptional communication and relationship building
- Ability to lead and motivate volunteers
- Strong attention to detail
- Excellent organisational and coordination skills
- Passion for research
- Strong understanding of confidentiality, safeguarding, equality and diversity
- Ability to travel independently within the City of Westminster.
- Ability to successfully balance priorities while managing multiple tasks and planning big events
- Experience of planning and running community fundraising events.
- A flexible approach to work, occasional late evening, weekend work may be required
- Experience of raising funds from corporate companies

Desirable

- A proven track record of achieving grant funding through writing successful grant applications from trusts and foundations
- Bachelor's degree (or equivalent) in communications, business, public relations, or related field
- Certification, diploma, or similar qualification in fundraising
- Competence with donor management systems
- Experience in writing press releases, and fundraising letters to donors
- Confidence in public speaking