

RECRUITMENT PACK

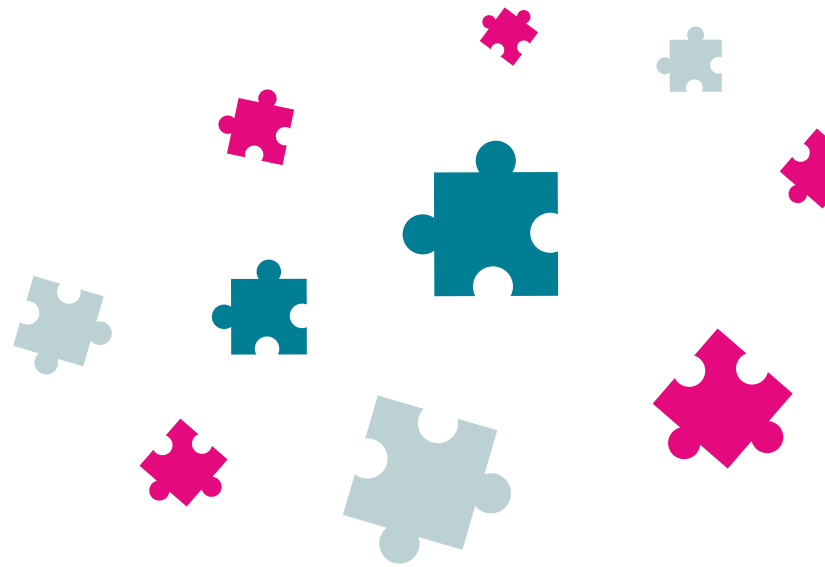


Fundraising and Engagement Lead

*Make a difference for children and
young people facing and coping with
the death of a loved one.*



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**FUNDRAISING
REGULATOR**



Letter from our Chair of Trustees

I'm so pleased you have taken an interest in joining our team at Jigsaw South East! We're always looking for kind, passionate and dedicated people to join our small and supportive team. Whether you're working directly with families or supporting our operations behind the scenes, you'll be part of a charity that puts care, empathy and integrity at the heart of everything we do.

We give hope to children and young people when they are experiencing one of life's hardest journeys, our impact is lasting and profound. We help families build resilience, maintain connections and find healing, both before and after bereavement.

Everyone at Jigsaw South East plays a role in ensuring no child feels alone in their grief. If you believe in the power of compassion, community and commitment, we would be honoured to hear from you.

Warmest regards,

Cecilia Hughes

Chair of Trustees, Jigsaw South East

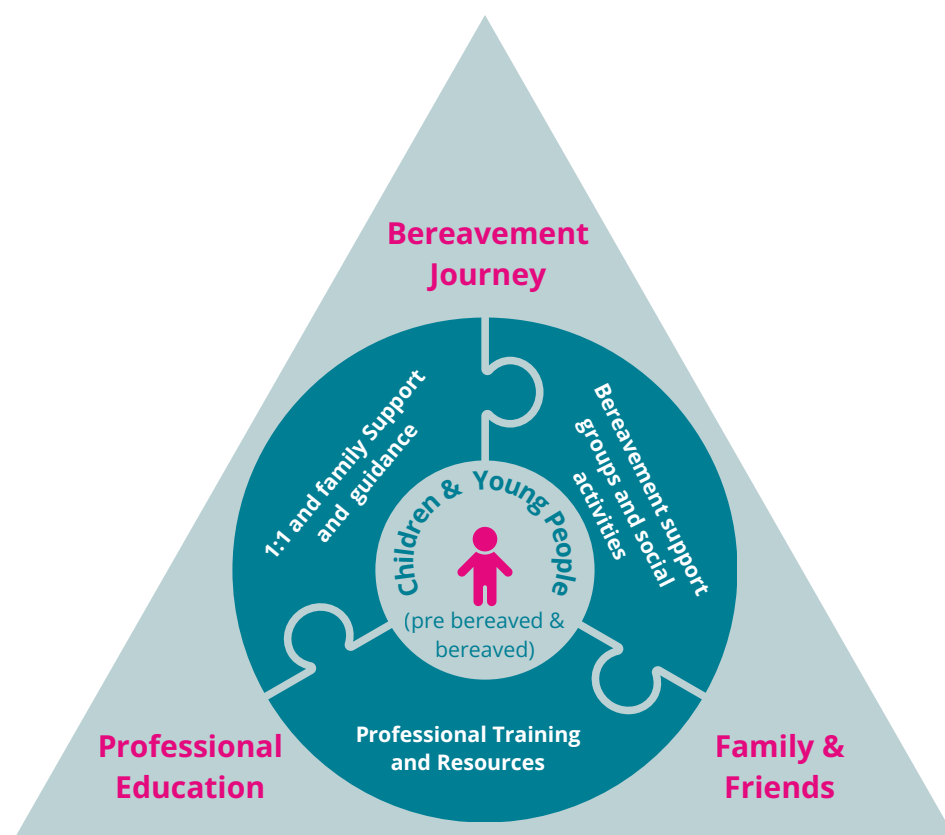
About Us

We provide information and guidance to help support children and young people facing or coping with the death of a loved one. We support families in Surrey, and nearby areas of East and West Sussex and Kent.

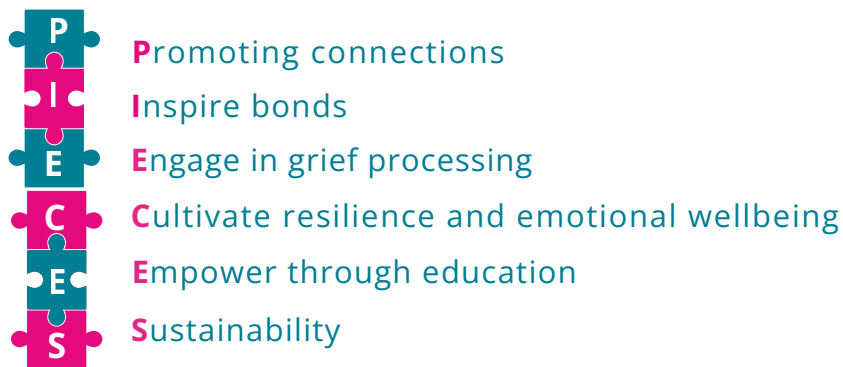
We offer a range of services including one-to-one support, family guidance, structured bereavement groups (through our PIECES Programme), social events, a telephone helpline, and training for parents, carers and professionals. Our support can begin before a bereavement happens (pre-bereavement), as well as in the weeks, months or years that follow a death.

Our Model of Care and PIECES Objectives

Our model is like a jigsaw puzzle, with the child or young person at its centre, the key piece that connects everything. Around them, we fit together vital support pieces: individual and family guidance, grief workshops, and social activities that link them with a caring, understanding network. We also provide essential training for parents, carers, and professionals, helping them form a strong foundation of support for children managing their grief. By piecing it all together, we create a complete picture of care that supports children and young people through the death of a loved one.



Our work is guided by six core aims - the **PIECES** - which form the foundation of all support we offer:



We measure the impact of these objectives using clear metrics, including emotional wellbeing indicators, engagement levels, user feedback, and referral data. These outcomes help us continually shape, evaluate and grow the service in line with the needs of the families we support.

Our Mission, Vision & Values

Mission: Children and young people will not be alone in their bereavement journey.

Vision: To deliver guidance and support services to children, young people and their families who have or are experiencing the death of a loved one; to help them cope and heal, whilst building connections and strengthening bonds.

Our Values:

- **Compassion:** We transform empathy into action.
- **Integrity:** We are here for children and young people first and foremost.
- **Collaboration:** We are a strong and supportive community, making a greater impact together.

What It's Like to Work with Us

At Jigsaw South East, you'll be part of a small, dedicated team working in a flexible, supportive and purpose-led environment. We blend remote working with in-person collaboration and community delivery, and we value trust, wellbeing, and a shared passion for making a difference.

We're proud of the way our team supports each other, shares learning, and embraces a culture of open communication and continuous improvement.

What we offer

We know that working in a small charity means everyone brings heart as well as skill — so we do our best to offer the support, flexibility and feel-good factor that helps our team thrive.

When you join Jigsaw South East, you'll benefit from:

- **Flexible working** – We understand life is busy. We offer adaptable hours and hybrid working wherever possible.
- **Time Off in Lieu (TOIL)** – For any evening or weekend work, we make sure you get the time back.
- **Supportive supervision** – Clinical and/or managerial supervision (depending on your role) to keep you confident, grounded and supported.
- **Training and development** – We'll invest in your learning, whether it's role-specific CPD or personal development that supports your wider journey.
- **Tech and tools** – We'll make sure you've got the right tech, tools, and secure access to our systems so you can hit the ground running in your role.
- **Travel expenses** – Mileage is reimbursed in line with our policies for work-related travel.
- **Pension scheme** – You'll be enrolled in our standard workplace pension.
- **Personal growth** – We value you as a whole person. There's space here to build confidence, learn new things, and bring your full self to work.
- **A great team** – We're kind, collaborative and genuinely care about each other and the families we support.
- **Purpose-driven work** – You'll go home knowing you made a difference to someone's hardest days — and that's worth a lot.

What our staff love about working at Jigsaw ...

“Having the privilege to listen and support families knowing the small difference we can make has such a huge impact on the families healing and understanding of their grief.”

“Connecting with supporters, telling them what we do and hearing why they want to donate to support our families.”

Our Safeguarding and Safer Recruitment Commitment

Jigsaw South East is committed to safeguarding and promoting the welfare of children, young people and families.

All staff are expected to adhere to our Safeguarding Policy and undertake training appropriate to their role. As part of our safer recruitment practices:

- All offers are subject to satisfactory references
- Roles involving client contact require an **Enhanced DBS check**
- Interviews will include at least one **Safer Recruitment-trained panel member**



Job Description

Fundraising & Engagement Lead

Location

Office-based at East Court Mansion, College Lane, East Grinstead RH19 3LT, with hybrid working available (typically 1–2 days per week from home). Occasional travel within the region for meetings or events is required.

Accountability

The post holder will report to the Charity Director.

Main Aim of the Role

To lead and deliver Jigsaw South East's fundraising and engagement activities across individual giving, community fundraising, and corporate partnerships, ensuring sustainable income generation and meaningful supporter relationships.

Key Responsibilities

Fundraising Strategy & Income Generation

- Develop and implement an annual fundraising plan, reviewing and adapting it as needed.
- Coordinate and deliver a mixed fundraising portfolio: individual giving, community events, and corporate support.
- Manage income platforms and reporting systems to track and optimise donations.
- Contribute to the implementation of a CRM system to support long-term income sustainability and improved supporter engagement.

Supporter Stewardship & Engagement

- Maintain and grow relationships with existing and new supporters, providing updates and personalised communications.
- Act as the key contact for community and third-party fundraisers, offering advice, resources, and encouragement.
- Secure and steward participants in challenge events, including Jigsaw charity place holders.

Events & Campaigns

- Lead the delivery of Jigsaw-organised fundraising events (typically 2–3 annually).
- Oversee third-party and community-led events, attending where appropriate.
- Work with volunteers to support events and collections.

Corporate & School Fundraising

- Work closely with the Grants and Business Partnerships Manager to maintain existing Charity of the Year and corporate partnerships, and seek new opportunities for support.
- Promote fundraising opportunities within schools in a way that complements Jigsaw's service delivery and communications.
- Visit organisations within our catchment area and confidently present on the impact of our charity.

Collaboration & Communications

- Work alongside the Communications and Media Manager to create compelling fundraising campaigns and materials.
- Supply content for the quarterly supporter newsletter and for the website.
- Share impact stories and updates that engage supporters and celebrate achievements.

Volunteer Management and Coordination

- Lead the recruitment, onboarding, training, scheduling and ongoing support of volunteers to ensure a positive and rewarding volunteer experience and impact.
- Coordinate service-based volunteer roles and other volunteer roles that consistently align with organisational objectives, effectively matching skills and availability to Jigsaw South East's needs.

Data, Reporting & Compliance

- Maintain accurate supporter records and donor data.
- Provide regular fundraising updates and reports for management and trustees.
- Contribute to the implementation and use of a CRM system, which is considered essential to the future sustainability of income generation.

Training & Supervision

- Engage in regular supervision with the Charity Director.
- Attend all relevant team meetings, training sessions, and development opportunities as required.
- Be willing to undertake First Aid training to support risk assessments and the safe delivery of fundraising events.

Hours of Work

21 hours per week – flexible working pattern available (ideally worked over 3/4 days). Evening and weekend working may be required to attend or lead fundraising events; Time Off in Lieu (TOIL) will be provided for agreed work outside normal hours.

Salary

£25,500 per annum (pro rata) (Full-time equivalent based on 35 hours per week)

Other Requirements

- The post is subject to a Disclosure and Barring Service (DBS) Check.
- The post holder must have a full UK driving licence and access to a car for work-related travel.
- Mileage expenses will be reimbursed in accordance with Jigsaw South East policy.

Safeguarding Statement

Jigsaw South East is committed to safeguarding and promoting the welfare of [children](#), [young people](#), and [vulnerable adults](#). All staff are expected to share this commitment and uphold the highest standards of child protection and professional conduct. As part of our safer recruitment practices, all interviews for this role will include a panel member trained and certified in **Safer Recruitment** and **Safeguarding Interview Techniques**.

Equal Opportunities Statement

Jigsaw South East is committed to a policy of [equal opportunities](#). This applies to service delivery, recruitment, promotion, training, and all terms and conditions of employment.



Person Specification

Factor	Essential	Desirable	Method of Assessment
Career Experience	- Minimum 1 year in a similar fundraising or engagement role - Experience coordinating fundraising events and campaigns - Experience communicating with supporters across platforms	- Experience in a small charity - Experience working with volunteers - Experience in corporate fundraising - Experience using a CRM	Cover letter, CV, interview and references
Education and Training	- Demonstrated ability to write and engage supporters with minimal guidance	- Relevant short courses in fundraising or marketing	Cover letter and CV
Skills and Knowledge	- Excellent written and verbal communication - Strong planning and organisational skills - Attention to detail - Self-motivated and proactive - Good social media awareness - Confident with MS Office (Word, Excel, Outlook)	- Experience with Publisher or PowerPoint - Empathy with bereaved families - Understanding of the charity fundraising code of practice	Cover letter, CV, interview and references

Factor	Essential	Desirable	Method of Assessment
Personal Qualities	- Friendly, enthusiastic and persuasive - Creative and proactive in problem-solving - Team player with a positive, collaborative approach - Comfortable managing deadlines independently	- Ability to adapt in a small, dynamic team	Cover letter, CV and interview
Other Requirements	- Full UK driving licence and access to a car - Willingness to work occasional evenings and weekends (TOIL provided)		Cover letter, CV and interview

How to Apply

To apply, please complete the [online application form](#), stating clearly which role you would like to apply for and email the following to sarahdodson@jigsawsoutheast.org.uk :

- Your CV
- A covering letter explaining your interest in the role and how you meet the person specification

Deadline: Wednesday 19th August 2026 12 midnight

Interview Date: Wednesday 2nd September 2026

For informal enquiries about the role or organisation please contact: Freddie St George 07483 140856



GET IN TOUCH

www.jigsawsoutheast.org.uk | info@jigsawsoutheast.org.uk

01342 313895 | Registered Charity: 1147696



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