



DEMENTIA
CARERS COUNT
Supporting Family Carers

Recruitment pack

Fundraising & admin officer

October 2024



7-14 Great Dover Street
London
SE1 4YR



020 3540 0700
@DemCarersCount
dementiacarers.org.uk

Dear Candidate,

We are delighted that you are considering applying for the role of Fundraising and Admin Officer at Dementia Carers Count. We hope that, as you read the information in this pack, you will be inspired to see how your experience and skills can help us achieve our goals.

We are in the midst of an unprecedented social care crisis. At the heart of this are the millions of unpaid carers who look after friends and relatives with little recognition or respite. At Dementia Carers Count, we stand for them. We campaign for change, provide practical and emotional support, and are working with businesses to provide tangible help for dementia carers throughout the UK. 2024 marks a key milestone for us, as we launch our new strategy to grow our activity and impact.

We're looking for someone with a breadth of experience, who has a willingness to support others and learn new skills. This is a hybrid role that is required to be in the office, in London, one day a week.

We're a small team, passionate about making a difference for dementia carers. If you believe you have the skills and experience to join us, then we'd love to hear from you.

Best wishes,



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Job Description

Job Title: Fundraising & Admin Officer
Reports to: Public Fundraising Manager
Contract: Permanent contract
Hours: 35 hours/week
Salary: £30,000 pa
Location: Hybrid, one day a week in the London office.

Job purpose

To deliver timely and efficient fundraising and administrative support, as we work to ensure that no dementia carer ever feels isolated, invisible or alone.

Key responsibilities

- Be the first point of contact for supporters, campaigners and others, managing enquiries via post, online and over the phone to ensure everyone has a quality experience.
 - Manage processes for fundraising donations.
 - Work with teams across the organisation and with carers to produce creative and engaging thank you and stewardship materials.
 - Support the fundraising team with prospect research to help identify potential new supporters.
 - Draft funder reports, small trust funding applications and fundraising communications.
 - Support the administration and delivery of fundraising activities and initiatives.
 - Keep up to date with sector developments and best practice in fundraising.
 - Support the marketing & communications manager to deliver effective internal communications.
 - Support the services team to deal with carer enquiries and casework, administer online groups, and produce reports.
 - Support the organisation with general administrative duties as required.
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Experience / Skills / Knowledge

Experience

- Experience of supporting a fundraising team.
- Experience of delivering high quality supporter care.
- Experience of researching competitors and prospects
- Experience of using a database or CRM.
- Experience of providing general administrative support.
- Experience of working as part of a team.

Skills, abilities and knowledge

- Adept at managing a varied workload including working to specific deadlines
- Good written and verbal communication skills with the ability to write accurate and engaging correspondence, reports and records.
- Able to build effective supporter relationships.
- Ability to work effectively under own direction and in a team environment.
- A flexible, creative, and solutions-focused approach to problem-solving.
- Commitment to personal learning, development and improvement.

Qualifications

N/A

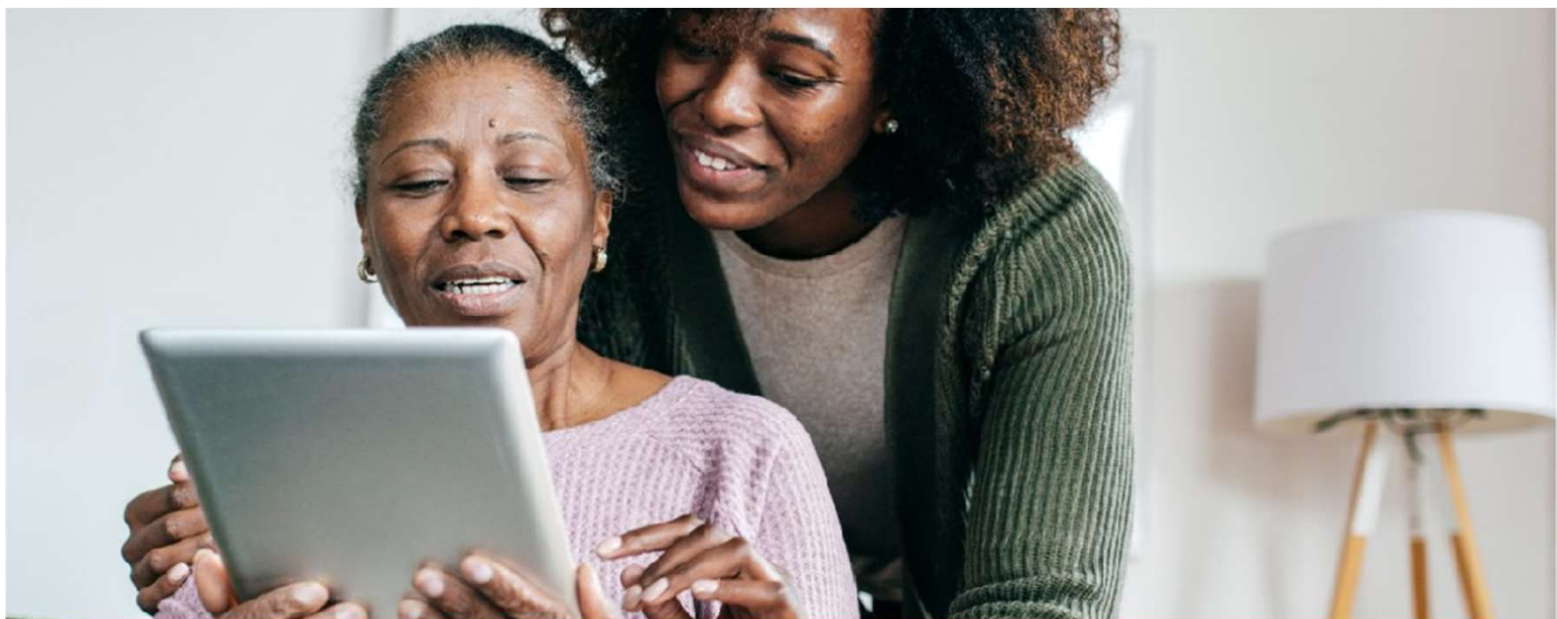
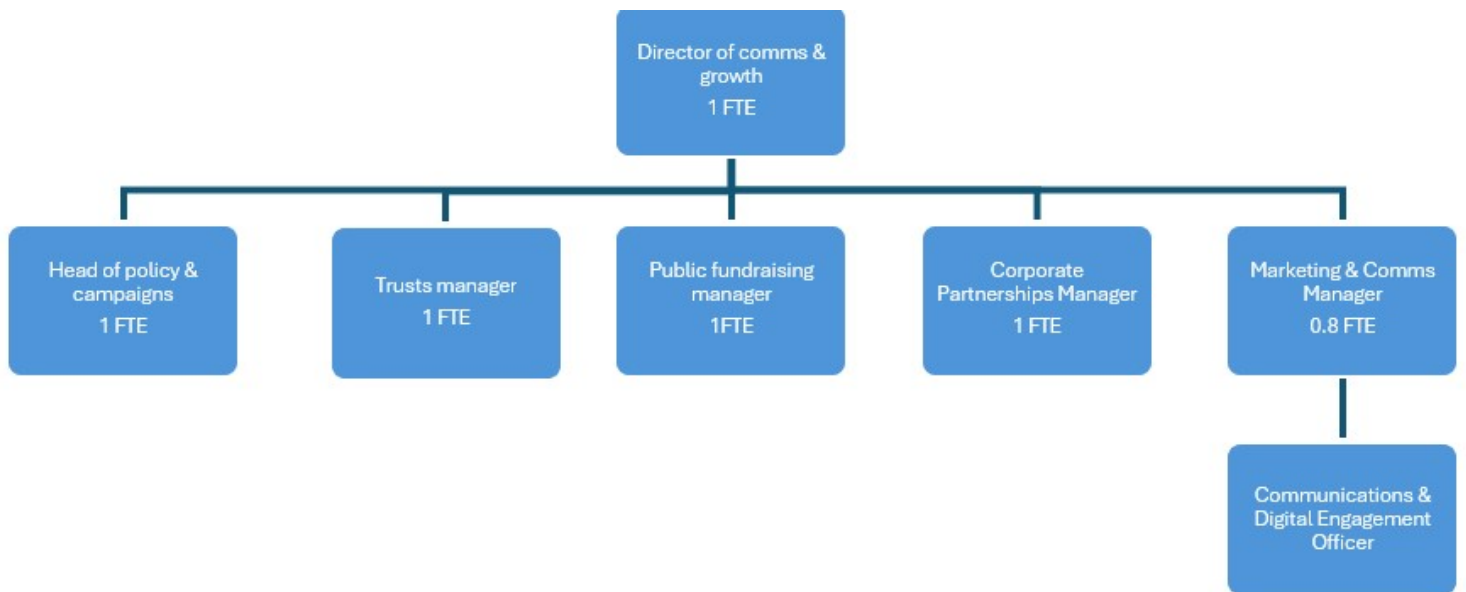
Other questions

Additional Information

This job profile is not intended to be a complete list of responsibilities. To meet the ever- changing needs of DCC you may be required to perform other duties within your capacity, appropriate with your grade, competence, qualifications, and general level of responsibility within DCC.

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- **Annual Leave** 27 days plus bank holidays (FTE), plus the option to purchase additional leave
 - **Workplace Pension** with up to 6% employer contribution
 - **Group Life Assurance**
 - **Health cash plan** - with money back on healthcare such as dental, optical and therapies
 - **24/7 Employee Assistance Programme** - access to counselling, advice line and other wellbeing support.
 - **Enhanced Company sick pay policy**
 - **Enhanced carers, family and other leave**
 - **Hybrid working** – working from home with one day in the office in London. Travel costs would not be paid.
 - **Flexible working** – we are committed to adapting how we work to allow employees to thrive inside and outside of work. We welcome applications from candidates wishing to work full time or part time and will consider other flexible options including compressed hours.
 - **A commitment to support your learning and development**





Closing date: Friday 1st November 10am

If you would like to apply for this position, please apply by submitting your CV along with answering the following questions to hr@dementiacarers.org.uk

1. What excites you about the role and working for Dementia Carers Count as a fundraising and administration officer? (Max 500 words)
2. What makes great supporter care? Please share an example from your own work. (Max 500 words)
3. What are the biggest challenges and opportunities of working for multiple teams? (Max 500 words)

Assessment Process

This will be an interview at our office in London on or around the 6th of November. If you are interested, please submit your application as early as possible. If you would like to have an informal chat about the position, please contact hr@dementiacarers.org.uk and they will set up a call for you with our Public Fundraising Manager.

Questions

For queries or to have an informal discussion regarding this post, please contact hr@dementiacarers.org.uk

Right to work

To be considered for this role, you must have an existing right to work in the UK.

DBS

The successful candidate will be asked to do a basic DBS check, and an offer will be contingent on the result. A conviction does not rule you out. We will make a judgement about suitability based on the age of the offence, its seriousness, relevance to the role and any pattern to offences. The charity NACRO provides further information on employment for those with criminal convictions, which can be found by searching for Nacro Criminal Conviction Employment. We follow the [DBS Code of Practice](#)

DCC is committed to providing inclusive services accessible to everyone – regardless of who they are. We are also committed to embracing equality, inclusion and encouraging diversity amongst our team which is demonstrated through our employment policies, procedures and practices. Our ethos is to respect and value people’s differences and to help everyone achieve more at work, as well as in their personal lives, so that they feel proud of the part they play in our success. Our aim is that our team will be representative of all sections of society and each person feels respected and able to give their best.

Our equality & diversity monitoring forms will be kept separately from your application and will not be linked or identify you as an individual. We will use the data to monitor the diversity of candidates.

You can find further information on Diversity, Inclusion and Belonging at DCC on our [Website](#).

DCC is a ‘Disability Confident Committed’ employer, and we aim to offer an interview to any candidate that tells us they have a disability and meets the minimum criteria for the role. Should you wish to disclose this information please do so by adding this to the body of your email to hr@dementiacarers.org.uk along with your supporting application document.



Thank you very much!

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