

RECRUITMENT PACK

SENIOR FUNDRAISING OPERATIONS OFFICER

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JOB DESCRIPTION



KEY INFORMATION



Job Title and Code

Senior Fundraising Operations Officer (BDCH6264)



Department/Team

Income Generation



Location

Battersea, London (hybrid)



Salary & Grade

£40,566 per annum
(Grade C1)



Hours

35 hours per week, but we're always happy to discuss flexible working, part time hours and job share arrangements



Duration

Permanent

ABOUT THE ROLE

Battersea is entering an exciting phase of innovation and transformation as we embark on the first year of our new five-year strategy. With increased investment in income generation starting in 2025, we are expanding our team to drive the growth necessary to achieve our organisational goals. Our fundraising team bridges the journey of the animals in our care with the wider public, demonstrating how their contributions enable us to support every dog and cat. We now have several new roles within this team to further our mission.

This is a new role working across Battersea's Income Generation department, in particular Philanthropy, Partnerships and Commercial (PP&C), to help drive income growth and maintain strong funder relationships.

You will work primarily on information gathering and management, and the creation of inspiring cases for support, funding propositions and impact reports. You will be a key liaison between Income Generation and colleagues across Battersea. By building and maintaining strong relationships, and using your influencing and negotiation skills, with teams as diverse as animal Operations, Clinic, Animal Behaviour, and Marketing and Communications, you will gain the insight and information needed to create high-quality, strategic communications.

You will keep fundraisers informed of updates and progress in key projects and areas of work, supporting funder meetings by providing up to date information. You will also support with information for events and stewardship. You will lead in maintaining our information library and fundraising shopping lists, key sources of 'off the shelf' information for the fundraisers

You will also help us explore more creative ways of delivering cases for support, funding propositions and impact reports, so that we stand out from other organisations.

The role also supports the delivery of vital recognition and stewardship of supporters across the organisation, through leading on embedding and delivering our new recognition framework and developing new ways of recognising our supporters. And there is an opportunity to develop your prospect research skills by supporting our Prospect Research Manager during particularly busy periods.

RESPONSIBILITIES

	Estimated % time
Information gathering and case for support development	50%
<ul style="list-style-type: none">• Build and maintain relationships with colleagues at all levels, including senior leadership, across the organisation to understand and gather information on the work we are doing (now and in the future) to deliver our vision and mission and how we are measuring the impact of what we do. Use this insight and knowledge of supporter interests, to identify inspiring fundraising opportunities, particularly for high-value fundraising (including Philanthropy, Trusts and Foundations, Corporate Partnerships, Special Events).• Develop and maintain compelling and inspirational cases for support and bespoke funding proposals, primarily focusing on core areas of the organisation's work (including Intake and Rehoming, Clinic, Animal Behaviour).• Work in partnership with internal teams (including Marketing and Communications and Insight and Impact) to gather supporting information for cases for support and impact reporting.• Work with internal teams (including PP&C and Marketing and Communications) to develop creative and impactful ways of presenting and delivering cases for support and impact reporting.	
Information management	20%
<ul style="list-style-type: none">• Ensure information is shared in a timely and effective way(s) with relevant colleagues/teams across Income Generation.• Lead on maintaining and updating the Income Generation Shopping Lists.• Lead on managing the Fundraising Information Library, an essential information resource for PP&C fundraisers, including regular updating of key documents.• Work with fundraisers to choose appropriate projects for their audiences, and work with the Strategic Case for Support Manager to manage and monitor use of funding opportunities.	
Stewardship, recognition and reporting	25%
<ul style="list-style-type: none">• Write bespoke donor impact reports, focusing on core areas of the organisation's work.• Lead on the cross-organisational implementation and management of our new Stewardship and Recognition framework and ensure naming and recognition opportunities for Income Generation teams are updated regularly.• Enable the delivery of supporter recognition by administering, reviewing and updating our recognition guidelines and reporting on recognition.• Work with teams across the organisation to develop processes for delivering recognition, and drive the development of new methods of recognition.	

- Develop content for donor stewardship communications as needed (eg Annual Report, donor impact report, supporter newsletters, ad hoc stewardship).

Prospect Research

5%

- Support the Prospect Research Manager to carry out individual/company research, and due diligence as required, during busy periods.

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

PERSON SPECIFICATION

ESSENTIAL

- Demonstrable experience of building and maintaining good working relationships, and influencing and negotiating, with, service delivery and fundraising colleagues, including senior management, to gain the information and buy-in needed for your work.
- Excellent knowledge of the needs of high value fundraising audiences(including Philanthropy, Trusts and Foundations, Corporate Partnerships and Special Events attendees), ideally gained through involvement in these areas of fundraising.
- A clear understanding of what makes a good high-value fundraising opportunity and proposal, and of excellent supporter stewardship and recognition; experience of using this to deliver inspiring funding proposals and/or stewardship and recognition.
- Experience of interpreting complex data and drawing together information sources to develop need-driven, creative, inspiring, impactful cases for support, funding propositions and donor impact reports, or similar communications.
- Demonstrable ability to independently lead on and deliver pieces of work to brief and on time. The ability to integrate Battersea's tone of voice and brand platform messaging into fundraising communications in an appropriate and effective way.
- Excellent communication and interpersonal skills, both oral and written; including experience of communicating fundraising needs to non-fundraising colleagues and stakeholders, and disseminating project information in a relevant and tangible way to fundraisers.
- Effective organisation and time-management skills, with the adaptability and agility to deliver information or documents at short-notice alongside more proactively planned work.
- Working knowledge of Sharepoint and CRM databases, preferably Raisers Edge and/or Salesforce.

DESIRABLE

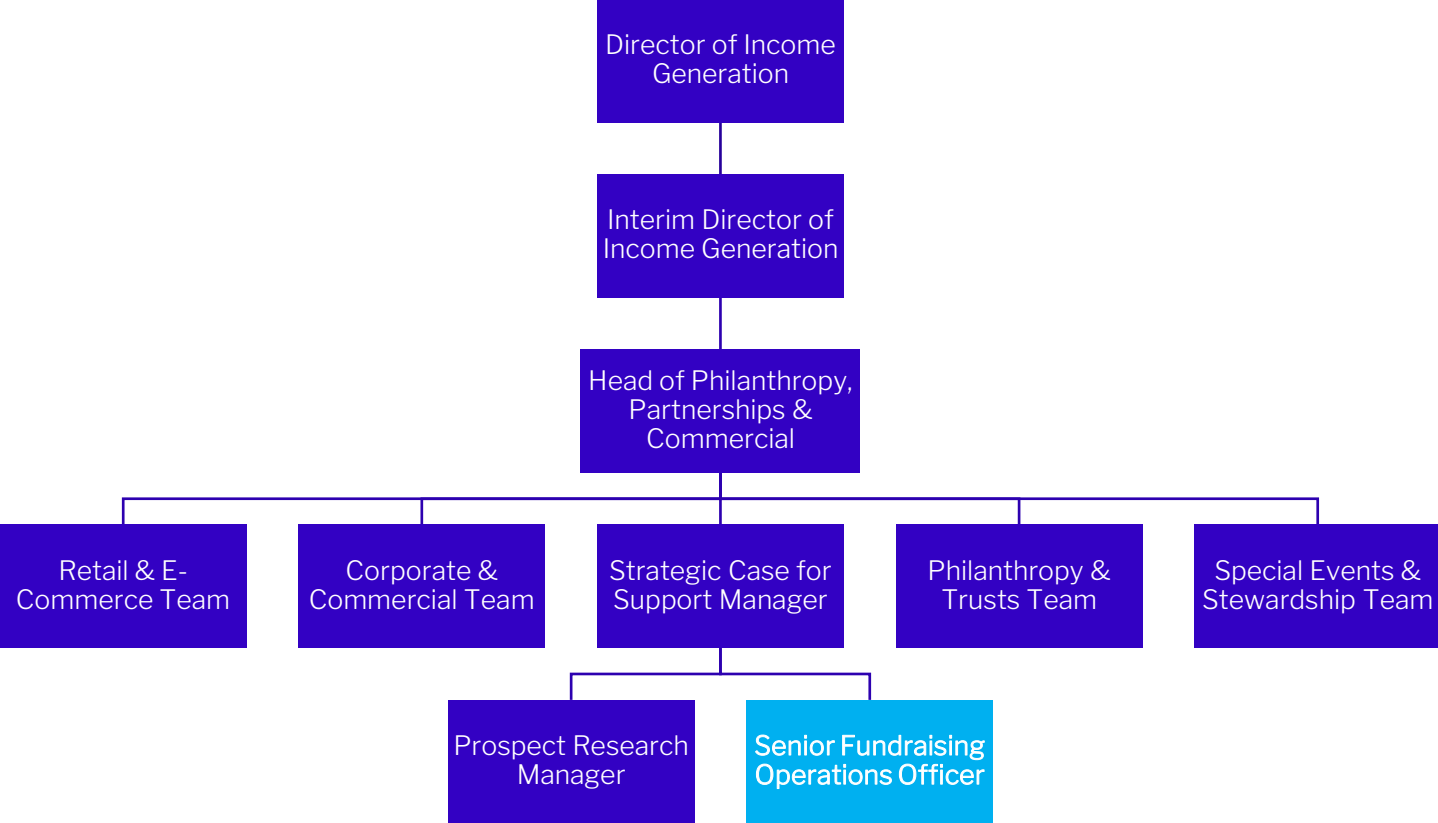
- Knowledge of prospect research principles.
- Experience of administering and keeping up to date, frameworks and guidelines used by multiple teams.



HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based staff splitting their time between site based and home working. We believe this enables our office-based staff to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing staff and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

POSITION IN THE TEAM



YOUR APPLICATION



KEY DATES



Closing Date

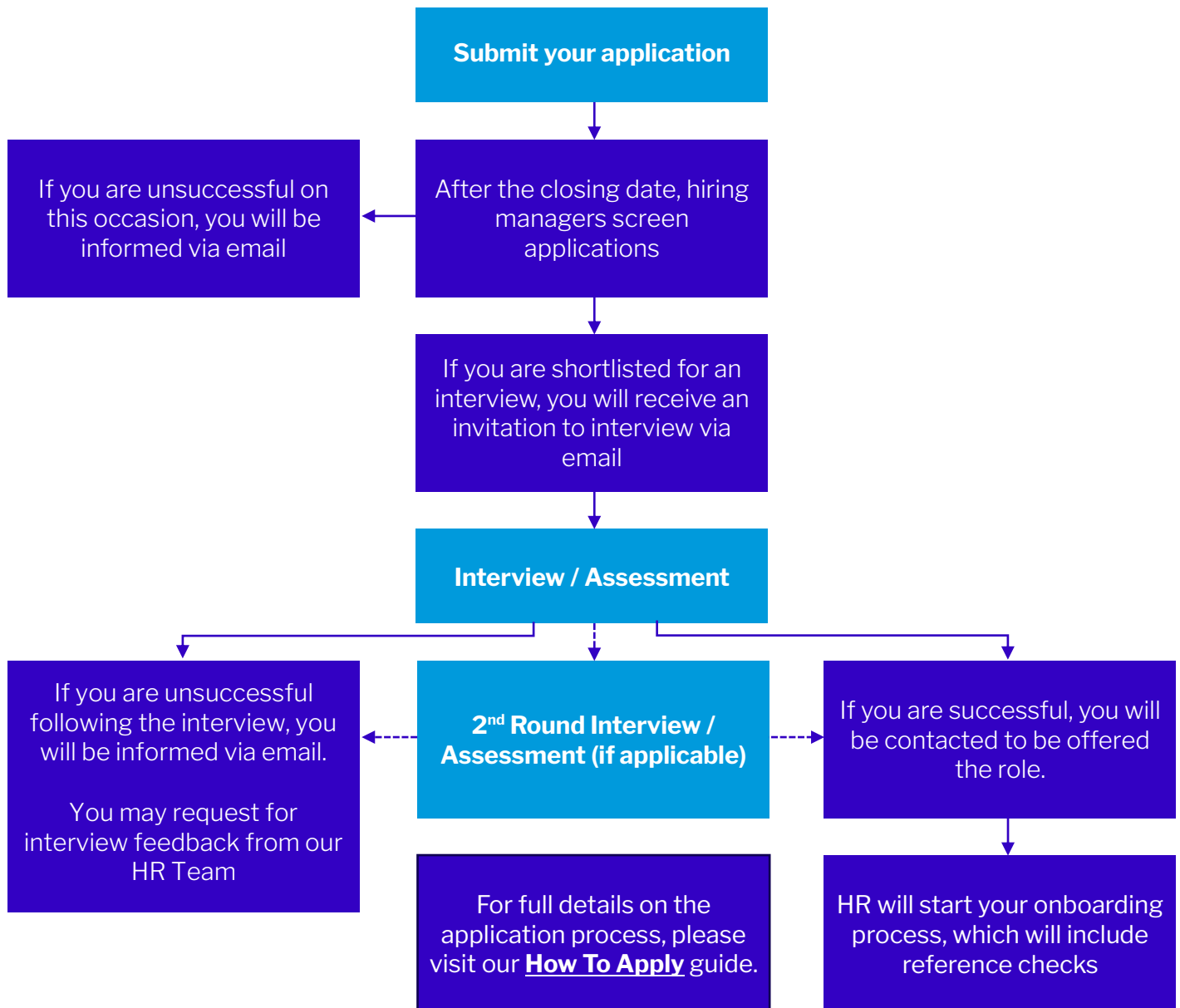
30th April 2025



Interview Date

w/c 12th May 2025

APPLICATION PROCESS





COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

- Our application forms will ask you for:
- Employment History
- Educational History (which is non-mandatory)
- Either a supporting statement of no more than 1000 words; or
- Responses to short-answer questions.

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the Life at Battersea document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role (s) you apply for.



DIVERSITY AND INCLUSION

OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all staff, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email jobs@battersea.org.uk

REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)

DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at DataProtection@battersea.org.uk



BATTERSEA

HERE FOR EVERY DOG AND CAT

BATTERSEA DOGS & CATS HOME

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Battersea is a charity registered in England and
Wales (206394)

Patron HRH The Duchess of Cornwall GCV
President HRH Prince Michael of Kent GCV

