

## JOB DESCRIPTION

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| <b>Job Title:</b>     | Supporter Care and Fundraising Co-Ordinator  |
| <b>Hours of Work:</b> | 35 hours per week (full/part time available) |
| <b>Reports to:</b>    | Head of Income Generation                    |
| <b>Salary:</b>        | £22,500                                      |
| <b>Location:</b>      | Home based                                   |

### Job Summary:

Pancreatic Cancer Action are excited to be seeking an enthusiastic and proactive Supporter Care and Fundraising Co-Ordinator to join our fabulous Fundraising Team. This is a varied role where no two days will be the same.

If you are a proactive individual with a positive can-do attitude who is passionate about making a difference, we would love to hear from you. Whether you are looking for an introduction into the world of fundraising or to build on your existing fundraising skills, this role will offer you the opportunity to gain a breadth of experience about different fundraising income streams, finance processing, CRM data and stewardship journeys.

Our incredible supporters are at the heart of all that we do at Pancreatic Cancer Action. This role offers a unique opportunity to work with our fantastic supporters daily. Providing them with the tools, knowledge and materials they need to help reach and exceed their fundraising targets. From head shaves to cake sales, dress-down days to extreme sports. You will be the first point of call for all fundraising enquiries and be on hand to provide bespoke stewardship support to ensure we develop long-lasting relationships with our PCA community, groups and companies across the UK.

### About Pancreatic Cancer Action:

Pancreatic Cancer Action (PCA) was founded in 2010 by a rare survivor of the disease. We are a small, creative and passionate team committed to improving early diagnosis and saving lives. In August 2020, Pancreatic Cancer Action merged with Pancreatic Cancer Scotland making our team stronger than ever.

Pancreatic cancer has only a 7% survival rate and this figure has not improved significantly for over 50 years. Despite it being the 5th biggest cancer killer in the UK, pancreatic cancer receives only 3% of overall research funding.

With a strong focus on early diagnosis, it is Pancreatic Cancer Action's aim to improve survival rates through raising awareness, medical education, improved patient information and by funding research specifically into the early diagnosis of pancreatic cancer. Simply put, we want more people diagnosed in time for surgery, currently the only potential for a cure.

### Main responsibilities:

- Provide admin and operational support to the Fundraising Team
- Accurately record and manage data using the Salesforce CRM system.
- Ensure that fundraisers and supporters get timely correspondents by email or phone.
- Inspire supporters through innovative new stewardship ideas, sending out relevant materials and offering support and advice to enhance their event/fundraising.
- Maintain and develop relationships with existing supporters, helping them to exceed their fundraising targets and inspiring them to become life-long supporters.
- Update all event portals with fundraising details and complete the registration process on time.
- Monitor and input data from various fundraising platforms onto our Salesforce database to ensure accurate reporting on income from events/fundraising.
- Take ownership of fundraising tracker to ensure first class stewardship is provided to all supporters.
- Work collaboratively with the finance team to ensure accurate input and reconciliation of fundraising income.
- Acknowledge donations and fundraising activities with bespoke emails, cards and certificates.
- Supporting community-based fundraising volunteers and groups.
- Work collaboratively with the fundraising and marketing team to ensure that email templates, cards and certificates remain up to date and relevant to our audiences.
- Work with the fundraising team to identify ways to surprise and delight our fundraisers and ultimately build long term relationships with a consistent approach.
- Support in the planning and implementation of fundraising events, products and campaigns
- Work across various fundraising streams such as community and events fundraising, Individual giving, In memory and corporate fundraising.
- Administration of Facebook fundraisers and use of our digital platforms to thank fundraisers and record supporter data.

### Other duties

- Support the marketing team to ensure that the fundraising section of the PCA website and Facebook pages are accurate and up to date and provide content and copy for both.
- Liaise with the marketing team on fundraising press releases and providing case studies where needed.
- Attend supporter events and third-party events and being the face of PCA.
- Attend conferences and exhibitions across the UK, when necessary. Acknowledging that some of these may involve overnight stays and weekends.

### Income and targets

- Help to grow Pancreatic Cancer Action's income from mass participation events and challenges through excellent service and stewardship.
- Strive to reach income targets across all areas of fundraising as agreed with the Head of Income Generation.
- Support the fundraising team and wider team with new projects and areas of work. For example- Pancreatic Cancer Awareness month campaign (Turn it Purple)

- Managing stock levels and orders, liaising with suppliers, processing orders, and working with the team to ensure the fulfilment of orders.
- Support the fundraising team with other projects, understand our broader fundraising audiences and our strategy to meet our income targets for 2024 and beyond.
- Perform any other duties that the Head of Income Generation may consider appropriate. While every effort has been made to outline all the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail.

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### Person Specification:

| Criteria  | Essential / Desirable |
|---|-----------------------|
| <b>Experience</b>   |                       |
| 1 years of working within a charitable organisation.  | Desirable             |
| Educated to A Level or Above – or relevant experience.  | Essential             |
| Previous experience of working in a fundraising team and knowledge of at least one fundraising income streams.        | Desirable             |
| Previous experience of working with a CRM data base.  | Desirable             |
| <b>Skills</b>   |                       |
| Excellent verbal and written Communication skills.  | Essential             |
| Confident at presenting to a wide range of audiences, both face to face and using technology such as Zoom or Teams.   | Desirable             |
| Competent with all Microsoft applications such as Word / Excel / PowerPoint.  | Essential             |
| Good organisational and time management skills with the ability to adapt to changing priorities.                      | Essential             |
| <b>Personal Attributes</b>  |                       |
| Positive can-do attitude.   | Essential             |
| A team player who can motivate and collaborate with others.   | Essential             |
| Able to prioritise own workload and confident to ask for help when needed.  | Essential             |
| Ability to be empathetic and to handle difficult conversations sensitively with people affected by pancreatic cancer. | Essential             |
| <b>Other</b>  |                       |
| Willingness to learn new skills.  | Essential             |
| Willingness to travel around the UK to  | Essential             |

|   |           |
|---|-----------|
| support fundraising activity.             |           |
| Access to a car and a UK driving license. | Essential |

### What we offer:

- Fair and equal pay (reviewed annually)
- 28 days leave, plus bank and public holidays
- 3 days shut down for Christmas on top of Annual leave allowance
- Birthday leave
- Friendly supportive team
- Opportunities to get involved in all aspects of the organisation
- Flexible working arrangements and we believe in work-life balance
- Wellness Wednesdays
- An organisation which takes mental health seriously
- Health cash plan scheme including children under 16 years with the option to upgrade and add family members
- Employee assistance programme
- Casual dress
- Investment in your ongoing development such as conference participation and training courses

And much more!