



Grief support  
for children  
and young people  
in Oxfordshire

June 2024

# JOIN SEESAW'S FUNDRAISING TEAM



[info@seesaw.org.uk](mailto:info@seesaw.org.uk)

[www.seesaw.org.uk](http://www.seesaw.org.uk)

# ABOUT US

---



SeeSaw is Oxfordshire's leading provider of grief support to children and young people. We provided support for children, young people and their families in Oxfordshire when they have been bereaved or when somebody close to them is terminally ill.

Our vision is to offer free support before and after a bereavement for all children and young people in Oxfordshire, if they need it. Each year SeeSaw provides support for over 500 bereaved children. We work directly with children and young people and provide advice to families on how to support their child themselves, either in person, by phone or online. We also offer support to schools and professionals working with bereaved children and provide online resources accessible to all.

This is an exciting time for SeeSaw as we enter into our 25th year. We have a new Head of Fundraising and a very successful Trusts & Grants fundraiser. We are now looking to expand the fundraising team to complement the current skills and expertise, and strengthen the relationship with our donors.



# JOB DESCRIPTION



Do you enjoy using your communication skills to develop lasting relationships with supporters? Are you passionate about working for a local children's charity?

We have a great opportunity for someone to join our small, friendly team as Individual Giving and Supporter Care Officer. If you are energetic, passionate, and looking to develop your career in fundraising whilst improving the lives of bereaved children and young people in Oxfordshire, we're keen to hear from you.

## INDIVIDUAL GIVING & SUPPORTER CARE OFFICER

Location: Oxford office & hybrid working

Salary: £24,500-£30,000 fte pa, depending on experience

Contract: Permanent

Hours: Part time 25-30 hours per week, negotiable, with the possibility to study for a fundraising qualification.

Occasional weekend or evening work may be required.



# MAIN RESPONSIBILITIES

---

- Responsible for ensuring SeeSaw's supporters are engaged with appropriately, receive exceptional supporter care and are encouraged to continue their support.
- Manage the stewardship journey of individual donors, regular givers, legacy and in-memory families, to build lasting relationships and ensure donor satisfaction.
- Manage the quality and integrity of fundraising data by becoming the Data Champion, utilising the Beacon CRM and Mailchimp database.
- Maintain accurate and reliable information about supporters around Gift Aid, Consent and supporter communication preferences.
- Confidently navigate and manage platforms such as JustGiving to track fundraising pages and produce reports.
- Maintain all income and supporter records on the database, working closely with the finance officer on processing and coding donations correctly.
- Produce fundraising social media and digital communications, including newsletters, appeals and website content, to create strong engagement with supporters.
- Use Canva graphic design tool to create engaging content that paints a compelling picture of why we exist, the work we do, and the impact we achieve.
- Utilise data analytics to optimise digital campaigns for maximum impact and to develop a deep understanding of our demographics and potential new audiences.
- Keep and update a file of testimonials, stories and quotes, together with an image database, for fundraising communications.





# EXPERIENCE & SKILLS

---

## ESSENTIAL

- Experience of working in a customer relationship management role.
- A keen eye for detail and experience of working with data.
- Effective communication with a range of different people and organisations, both face to face and over telephone.
- Strong administrative skills, with a high degree of IT literacy.
- Excellent oral and written English, with the ability to draft communications for a range of audiences.

## DESIRABLE

- Comfortable working with CRM databases to maintain supporter records and produce reports.
- Knowledge of standard Microsoft Office software, social media apps, Mailchimp and Canva.
- Demonstrable understanding of supporter care.
- Familiar with, or keen to learn about, charitable fundraising.
- Knowledge of safeguarding and GDPR requirements.
- Ability to prioritise workload and respond to urgent issues and deadlines.
- Ability to use initiative, problem solve and work independently.







# HOW TO APPLY

---

SeeSaw is fully committed to helping you build your skills and talents. You will work to, and be supported by our Head of Fundraising, and have access to advice and training as you build your role to deliver on our fundraising strategy. Whilst fundraising experience is not essential, you must be able to demonstrate transferable skills, understand the importance of managing supporter care and enjoy building relationships. You may be looking for a part-time role that allows you time to study for a fundraising qualification or fits in around other commitments. We will offer you a flexible working environment, a friendly team and an important cause. In return, we are seeking your energy, enthusiasm and desire to learn. This is the perfect role for a someone looking to develop their career in fundraising.

Please email your CV & supporting statement demonstrating how you meet the requirements to: [info@seesaw.org.uk](mailto:info@seesaw.org.uk)

Applications are being reviewed on a rolling basis, so please apply without delay to avoid disappointment.

SeeSaw is an equal opportunities employer committed to promoting a positive and inclusive working environment.

For more info: [seesaw.org.uk](http://seesaw.org.uk)

