

FR004 – Fundraising Officer
Gateshead / York
37 hours per week
£20,375 per annum

Changing Lives Mission
<p>Changing Lives is a national charity that supports over 17,000 people each year. We are a well-respected, growing organisation dedicated to supporting the most vulnerable people across the UK.</p> <p>We began as a soup run supporting people who were homeless in the North East over 45 years ago, and are proud to still have our main base and central office in the North East. Since 1970, our services have grown and developed to support people experiencing a wide range of personal challenges, including addiction and recovery programmes, employment guidance, help for people in prison or on probation, and support for people experiencing sexual exploitation or domestic abuse.</p> <p>We're looking for committed and compassionate professionals who share our enthusiasm for changing lives.</p>
Job Role
<p>We are a well-respected, growing organisation with income generated through contracts, grants and trusts, and rents. Fundraising, however, is still underdeveloped and this is an exciting opportunity to help shape the future of fundraising within Changing Lives.</p> <p>Working with the Fundraising team, the Fundraising Officer will help to develop unrestricted income for the charity. The post holder will be expected to proactively recruit new donors, provide excellent donor care to support and retain existing donors, and will use their fundraising skills to deliver both financial and non-financial KPIs.</p>
Job Responsibilities
<p>Acting as the first point of contact for fundraising enquiries made face to face or via telephone and email, offering excellent donor care at all times.</p> <p>Work with the Fundraising Manager to develop and implement the fundraising plan.</p> <p>Work with the Fundraising team to plan, execute, monitor and evaluate fundraising activities and campaigns.</p> <p>Ensuring effective stewardship to retain existing donors and recruit new supporters which encourages long-term support and commitment to Changing Lives.</p> <p>Supporting the Fundraising team to recruit and support participants for Changing Lives' events and to offer participants the opportunity to support Changing Lives in others ways.</p> <p>Secure support from corporate donors through initiatives including Charity of the Year partnerships, employee fundraising, sponsorship and payroll giving, and provide tailored opportunities to enable corporate donors to achieve their CSR objectives.</p> <p>Deliver talks and presentations to local organisations and community groups e.g. schools, faith groups, rotary clubs etc. to raise awareness of Changing Lives and encourage support.</p> <p>Actively promote additional fundraising opportunities to donors e.g. regular giving, legacy giving etc.</p> <p>To achieve agreed income targets and support the Fundraising team across all income streams.</p> <p>Producing effective and engaging donor communications.</p> <p>To recruit, develop and manage fundraising volunteers.</p> <p>Creating and maintaining accurate donor records on the CRM system.</p> <p>Undertaking administrative duties, ensuring all donor records and financial information is accurate and up to date.</p>

Liaising with the Finance team to ensure fundraising financial information is recorded, allocated and reported on correctly.

Work with the Communications team to ensure fundraising events and activities are promoted effectively and in a timely manner.

Willingness to travel across the North East and Yorkshire regularly, as well as some occasional travel to the Midlands and North West.

Take responsibility for your own learning and development by actively participating in one-to-ones, team meetings and training sessions.

Presenting a professional image of Changing Lives at all times.

Comply with all legal and health and safety requirements, working to the performance standards provided and requested by Changing Lives.

This job description is not intended as an exhaustive list of all duties and responsibilities of the post but simply reflects the key areas involved. The duties may change over time as requirements and circumstances change

Person Specification – Fundraising Officer

(To be used for recruitment purposes only)

Criteria	Essential Requirements necessary for safe and effective performance in the job	Desirable Where available, elements that contribute to improved / immediate performance in the job
Qualifications	<ul style="list-style-type: none"> Educated to A Level or equivalent 	<ul style="list-style-type: none"> Member of the Institute of Fundraising
Experience	<ul style="list-style-type: none"> Experience of hands-on fundraising Experience of building relationships with donors, supporters, volunteers, customers or clients Experience of planning, managing and evaluating fundraising events and initiatives Experience of managing multiple tasks and activities whilst working to deadlines Experience using a fundraising CRM system 	<ul style="list-style-type: none"> Working as part of a geographically dispersed team Experience of recruiting and managing volunteers
Skills, Knowledge and Abilities	<ul style="list-style-type: none"> Proficient in Microsoft Office, Word, Outlook, PowerPoint and Excel. Numerate and has the ability to keep accurate records Confidence in working with a wide range of people and developing good relationships with key stakeholders Excellent oral and written communication skills, suitable for a wide-range of audiences Prioritising, planning and organising own workload Full driving licence and access to own transport 	<ul style="list-style-type: none"> Conversant with information security and GDPR Knowledge of the causes and effects of social exclusion and disadvantage
Personal Attributes	<ul style="list-style-type: none"> Engaging and efficient manner with excellent interpersonal skills Ability to communicate effectively with a wide range of audiences Ability to work as part of a team and independently Commitment to the values of Changing Lives Commitment to equality and diversity Understanding of how to work within professional boundaries Commitment to detail, ensuring all work is accurate Willing to work flexibly, including un-social hours 	