



Job Description

Title:	Community Fundraiser (Housing)
Accountable to:	Director of Housing
Responsible for:	Community Supporters & Community Groups
Location:	Various (Hybrid Working)
Contract Type:	Permanent
Working Hours:	Up to 1 FTE (35hr per week)
Benefits:	25 days holiday plus bank holidays (pro rata), Pension scheme, Flexible working arrangements, Birthday leave after 2 years' service, Paid mileage for travel to locations other than base location.

Main purposes of the job:

- To contribute to increasing resources and opportunities to provide the best quality housing and support services to Life's service users, by developing existing relationships and proactively researching, identifying, and securing new community fundraising opportunities across targeted geographical areas.
- To ensure all supporters in our community have an excellent experience of supporting Life through community fundraising opportunities, encouraging repeat support, and motivating individuals to engage as much as possible.
- To encourage supporters and groups within our community to deliver their own fundraising activities. Alongside delivering our own fundraising initiatives that engage with our local communities.
- To raise Life's profile within the community, initiating and building mutually beneficial and sustainable relationships to ensure long-term support.

Key achievement areas:

- 1) Manage, achieve and where possible exceed agreed income and development targets, taking a lead and individual responsibility for specific projects, activities, campaigns, and events within your allocated geographical area.
- 2) Initiate, build, manage and develop relationships with agreed community supporters to maximise and sustain income, providing the highest standards of donor/supporter care throughout.
- 3) Process incoming enquiries from community supporters and groups effectively and efficiently, whilst maintaining excellent levels of donor/supporter care.
- 4) Research, approach, and source new support from community groups (including schools, faith groups, clubs, pubs, groups, and individuals). With a view to assist with gardening, decorating, general repairs and practical support.

- 5) Maximise the use of digital and social media to promote events and to steward supporters.
- 6) Develop new partnerships with community groups, corporate and local businesses to source practical support items and to improve the quality of the fixtures and fittings in the housing stock.
- 7) Research, develop and deliver compelling fundraising activities in a timely and cost-effective way, for these groups to participate. Follow up approaches on the phone and face to face to maximise income.
- 8) Coordinate fundraising events generating maximum publicity and awareness to reach agreed income targets.
- 9) To work directly with the Marketing and Communications team to develop the profile of all Community Fundraising activities and to promote new activities and initiatives internally and externally.
- 10) To be able to effectively manage own time, balancing the needs of the organisation and our donors and supporters.
- 11) Highlight to the Director of Housing any identified risks to any aspects of community fundraising, including income and compliance.
- 12) Maintain accurate and up to date records and accept responsibility for the safe and secure handling and storage of confidential information, and in accordance with GDPR and Life's own data protection policies.
- 13) Undertake all activities in compliance with the Fundraising Regulator and Institute of Fundraising rules and regulations, and to ensure that all records are maintained in compliance with relevant legislation.
- 14) Research and monitor the competitor activity of other charities and report findings.
- 15) Where necessary, coordinate and manage the use of volunteers to carry out designated tasks.
- 16) Build, maintain and develop relationships with colleagues across Life, keeping an up-to-date knowledge of service developments and opportunities to collaborate with colleagues to maximise income and awareness to support service delivery.
- 17) To attend and participate in team meetings.

Personal responsibilities:

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

Safeguarding Children & Adults at Risk of Harm:

- Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.

- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold it's vision and mission
- Operate in line with our core workplace values which are:
 - Humanity – All people are special and equal
 - Solidarity – We're with you and for you
 - Community – We're better together
 - Charity – Doing good for one another
 - Common Good – Building a better world
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential

- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

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Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Values & Behaviours		
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	✓	
Leadership		
Experience of building strong relationships both internally and externally	✓	
Business Management / Service Delivery		
Professional, confident and compassionate approach to work	✓	
Strategic Ability / Innovation		
Experience of monitoring income, expenditure and activity plans, including producing reports against progress	✓	
Ability to inspire, motivate and manage stakeholders	✓	
Flexible approach to change, innovation and progress within a work environment	✓	
Experience / Knowledge / Qualifications		
Proven experience of working in community fundraising within a charity or in a similar role	✓	
Educated to A level standard or equivalent		✓
Community or other fundraising qualification		✓
Excellent IT skills and experience of using Microsoft Office 365	✓	
Communication		
Strong verbal and written communication skills	✓	
Communicates effectively and openly at all levels	✓	
Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands	✓	
Ability to promote the charity to a wide range of individuals and external contacts	✓	
Personal		
Committed to the vision, mission, and values of the charity	✓	
Commitment to quality, customer service, best practice, and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	

Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	

Internal Use Only

Approved By: Karen Proudlock

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