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**FUNDRAISING OFFICER JOB DESCRIPTION AND PERSON SPECIFICATION**

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| **Job Title** | Fundraising Officer |
| **Responsible to** | Head of Fundraising and Marketing |
| **PayScale** | NJC Scale Point 15-19. (£27,803 per annum pro Rata) |
| **Hours and days of work:** | 20 hours per week |
| **Holidays and Benefits:** | 20 days per annum pro rata plus Public Holidays   * Contributory Pension Scheme * Benenden Health Care Programme * Training & Development * Staff Wellbeing Programme |
| **Location** | Hybrid/Home |
| **Closing date:** | Monday 25th November 2024 @ 17.00 |

**About us**

The Welcome Organisation has been providing homelessness services in Belfast since 1996. We currently support over 1,300 people every year across a range of potentially life-saving services: Street Outreach, Drop-in Centre, Crisis Accommodation for Women, Catherine House, Floating Support and a Mobile Health Unit.

**Our Core Values**

At all times:

We value people and will treat all people with dignity, courtesy and respect. We demonstrate integrity, honesty and fairness in all our acti﻿ons. We are person-centred and work to enable and empower those who use our services. We work as a team and are passionate about supporting each other to deliver quality services.

**About you**

You share these core values and you will be passionate, committed, and enthusiastic to join our team to help make a positive difference to the lives of people affected by homelessness.

The Fundraising Officer will report to the Head of Fundraising and Marketing and will assist them to achieve the Organisation’s income generation targets by nurturing relationships with existing and perspective donors, specifically to increase unrestricted donations, including but not limited to: regular givers, community fundraisers, corporate groups, schools and churches and community groups and the Organisation’s own events.

The post holder may also be required to support with and attend fundraising events with the purpose of relationship building, nurture and networking. The post holder will develop and maintain both internal and external contacts and will need to develop a thorough understanding of The Welcome Organisation’s work and strategic priorities.

**Duties and responsibilities**

* To support with the implementation of a stewardship programme for unrestricted donations, with the view to increase our regular givers.
* To assist with the development and production of a range of fundraising stewardship materials including: posters, our online fundraising newsletter, and annual thank you to donors.
* To work closely with key internal stakeholders both to understand and be able to package up their work into clear compelling asks for all stewardship documents.
* To assist, when required, with the content and production of all Welcome Organisation fundraising appeals, including: Christmas appeals, Homelessness Awareness Week appeals and activities and any others throughout the year.
* Maximise all fundraising opportunities with fundraising groups including: Schools, Universities and religious organisations.
* To assist with managing the portfolios of legacy and in memory donations as required.
* Take responsibility for ensuring that full records of all contacts are maintained on the fundraising database.
* Co-manage all online giving programmes including Just Giving, Facebook, Donr etc. Individual donors and community fundraising
* To assist with developing and implementing a programme for donor recruitment, retention and uplift programmes.
* To be responsible for your own Welcome Organisation portfolio of events. Including filling all places, and supporting participant’s up until the event day and beyond.
* To support community fundraisers raising money for The Welcome Organisation. Giving them tailored support for their event and cultivating them to become a long-term supporter of The Welcome Organisation.
* The post holder will ensure appropriate means of monitoring and evaluation are established in order to feed into the fundraising team’s KPI’s.
* Use the fundraising database to analyse the success rates to support the fundraising strategy.
* Keep-up-to-date with new fundraising opportunities.
* Take responsibility for ensuring that full records of all contacts are maintained on the database.
* To ensure that all donations are quickly and correctly processed and acknowledged and that reports are available in the appropriate format.
* To contribute to the teams KPI’s and update all appropriate reports/documentation.
* Develop and manage relationships with fundraisers, encouraging them to become long term supporters of The Welcome Organisation.
* To manage the relationship with external suppliers, including seeking quotes for printing of our publication materials, liaising around print deadlines etc.

**General**

* Actively participate in team meetings, supervision, and appraisal, attending meetings as required.
* Support volunteers/bank staff to enhance the Organisation.
* Maintain safe systems of work and a safe environment, and adhere to all the Welcome Organisation’s policies and procedures including Equality, Diversity & Inclusion, Health & Safety, and confidentiality; and
* Undertake any other duties relevant to the post.

**PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** |
| Previous Experience | * 1 years’ experience in a similar role * Proven experience of having met/exceeded financial or otherwise targets in previous roles. * Experience of working in a fundraising role or sales/customer facing role. * Proven experience of providing high quality written material. * Experience of building and maintaining strong relationships. * Experience of working within a team and individually to achieve success. | * Experience of developing and implementing a stewardship programme for donors. * Proven experience of writing successful fundraising appeals. * Experience of managing a portfolio of fundraising events for community fundraising. * Experience of managing Legacy and In Memory donations. |
| Skills and Abilities | * Excellent computer skills and experience using a wide range of computer packages, including Microsoft packages. * Excellent interpersonal skills, ability to liaise with people at all levels, on the telephone, face to face and in writing. * Ability to carry out thorough research to keep-up-to date with new fundraising   opportunities.   * Demonstrable initiative and determination. * Excellent attention to detail and accurate record keeping. * Ability to prioritise tasks and manage a busy workload. | * Experience of maintaining and reporting against budgets and feeding into the teams KPI’s. |
| Education and Knowledge | * Knowledge and understanding of homelessness * Understanding of the work of The Welcome Organisation. * A-C GCSE grade English and Maths or equivalent | . |
| Personal Attributes | * Passionate, committed, and enthusiastic about making a positive difference to the homeless and vulnerably housed. * Non-judgemental, compassionate, and the ability to empathise. * Professional, honest, trustworthy, and respectful. * Flexible, energetic, and positive with a calming disposition. * Resilient and self-caring. |  |
| Other | * A satisfactory Enhanced Access NI check. * 2 years driving experience and current clean licence if required for the post. |  |