



**GRIEF ENCOUNTER  
FUNDRAISING CO-ORDINATOR  
JOB DESCRIPTION**

Grief Encounter was set up in December 2003 to ensure that bereaved children and their families receive the best possible support following the death of a loved one. Grief Encounter is a leading UK bereavement charity, providing free, professional services and support to bereaved children, young people and their families. We predominantly work in London and Bristol whilst also having a national reach through our helpline 'grieffalk' and through the distribution of Grief Relief Kits.

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| <b>JOB TITLE:</b>        | Fundraising Co-ordinator                              |
| <b>SALARY:</b>           | £24,000 - £28,000 per annum                           |
| <b>LOCATION/BASE:</b>    | Mill Hill office base with some flexible home working |
| <b>CONTRACTED HOURS:</b> | 40 hours a week, 5 days a week                        |
| <b>RESPONSIBLE TO:</b>   | Head of Fundraising                                   |
| <b>ACCOUNTABLE TO:</b>   | Board of Trustees                                     |

**JOB SUMMARY:**

We are looking for a bright, ambitious and personable person with a keen interest in fundraising and the aims of the charity to support all functions of the fundraising team. You will have a hands on role in supporting volunteers and community groups who want to fundraise in aid of Grief Encounter as well as co-ordinating core fundraising processes to support the fundraising team. There will be a mixture of email, phone and face to face support to individual supporters, fundraising groups and community based organisations, especially schools and educational institutions, to maximise opportunities and deliver outstanding supporter care whilst also raising awareness of the work we do to support bereaved children and their families.

Working in a small, busy and passionate team, the fundraising co-ordinator will provide important administrative and creative support to help the growth of key income lines, including Grief Encounter events, Community, Treks and Challenges, Corporate and Trusts/Foundation to help achieve our overall team fundraising target. You will have strong administration skills and be a confident verbal and written communicator with great attention to detail.

**KEY OBJECTIVES:**

In this role, you will be working towards the following key Objectives. However, the role is flexible and will vary according to the needs of the team and the background and experience of the successful candidate:

**Community/Volunteer/Third Party fundraising co-ordination**

- Be the main point of contact in the charity for third party, volunteer fundraisers, providing support, advice and encouragement ensuring the highest level of supporter care
- Research, identify and secure fundraising opportunities in target local communities (schools, colleges, Universities, golf clubs, gyms, volunteer community committees etc)
- Co-ordinate fundraising being done by community fundraisers, engaging and leading each individual relationship to deepen a long-term partnership with the charity as well as getting introductions to their networks to widen our regional fundraising base.

**Internal fundraising co-ordination**

- Supporting the team where needed to ensure the smooth organisation and running of key Grief Encounter led fundraising events which may include populating spreadsheets, updating the database, setting up meetings, compiling minutes, calling venues/supporters, securing raffle/Auction/other prizes, and other general administrative support
- Attending events such as marathons, golf days, volunteer fundraiser's events, bucket collections
- Co-ordinating volunteer support where needed
- Coordinating and managing collection tins and looking into setting up digital collection points in key communities with high footfall.
- Responding to telephone and email enquiries about fundraising, providing appropriate fundraising information, advice and materials to existing and new supporters

**To achieve these Objectives, the Fundraising Co-coordinator will:**

- ensure the Grief Encounter brand and services are promoted appropriately at all opportunities, providing volunteer fundraisers with charity collateral, leaflets, press releases, brand guidelines etc to help make their event a success and raise awareness of who we are and what we do
- ensure all third party fundraising is compliant with legislation governing volunteer community fundraising, internal fundraising policies and the fundraising regulatory code of conduct
- strive to continuously deliver exceptional supporter care
- work closely with all the Grief Encounter team, including the clinical team, to explore, identify and secure additional fundraising opportunities through existing relationships with schools, educational institutions and other community groups
- use Etapestry (CRM) system to accurately and regularly to record comms, meetings and actions/agreements, and ensure income is accurately recorded
- stay abreast of developments in community fundraising and the wider area of fundraising.

**CHARITY DEVELOPMENT:**

- Use Etapestry (CRM) system to accurately and regularly to record comms, meetings and actions/agreements, and ensure income is accurately recorded
- Maintain and develop organisational culture, values and reputation with all stakeholders, staff, customers, suppliers, partners and regulatory/official bodies
- Network and liaise with outside agencies
- Uphold, safeguard and promote the organisation's values and philosophy relating particularly to ethics, integrity, corporate and social responsibility and environmentally sound policies and procedures.

**The candidate must:**

- have strong administration skills
- be a confident verbal and written communicator with great attention to detail
- ideally have experience of supporting volunteer fundraisers and fundraising groups
- be willing to attend events and external meetings with people from a variety of backgrounds and of all ages (children through to retired adults)
- be willing and able to travel to different parts of central and greater London and the ability to work some evenings and weekends (TOIL will be provided)
- have strong communication and interpersonal skills
- be proactive and able to prioritise workload in order to deliver multiple projects at the same high standard
- have the ability to actively listen, seek information, and ask questions to ensure the understanding of underlying concerns of others
- have a competent level of computer literacy, including use of Microsoft Outlook, Word, Powerpoint, Excel and the Internet
- have excellent communication, interpersonal, organisational and team working skills
- be self-motivated, be able to work from home and work from the office in Mill Hill
- be respectful, non-judgemental and empathic towards clients/colleagues
- have a sense of responsibility and commitment to organisational excellence with integrity, honesty and professionalism.

**REVIEW:**

There will be a 6-month probationary period, following which there will be a 1 month notice period. This job description will be reviewed as necessary to meet the needs of the service on no less than an annual basis in consultation with the post holder.

This post is subject to an enhanced search with the Criminal Records Bureau