

JOB DESCRIPTION

Grief Encounter was set up in December 2004 to ensure that bereaved children and their families receive the best possible support following the death of a significant other. Today, the charity is firmly established as a leader in clinical service delivery. We deliver both local and national bereavement services, including a national helpline and online services.

JOB TITLE:	COMMUNITY FUNDRAISING MANAGER (Fixed term)
SALARY:	£33,000 to £36,000 per annum (FTE)
LOCATION:	Mill Hill, London NW7 4ST
CONTRACTED HOURS:	40 hours a week (inclusive of one hour paid meal break daily), 5 days a week.
RESPONSIBLE TO:	Senior Fundraising Manager

Our Vision: A world where no child grieves alone.

Our Mission: To help bereaved children, young people and their families find hope and healing.

Our Values are very important to us and, as a member of the Grief Encounter team, you would be expected to hold these in your day-to-day work:

- **Belonging:** Through times of grief we deeply understand the profound influence of community. We honour heritage, diversity and important bonds that nurture our sense of self and our collective contributions to provide hope, healing and fulfilling lives.
- **Courage:** We're not afraid to face grief head on and tackle difficult conversations openly and honestly with others. This gives everyone the courage to freely express their emotions and actively participate in making a difference.
- **Dedication:** We dedicate ourselves to the lives of bereaved children and families. With unwavering resolve, we champion the needs of every child to shape hopeful futures with care, warmth and positivity, nurturing the past, present and future lives.

JOB SUMMARY:

Manages the community engagement programme, implements retention plans and developing supporter journeys:

- Manages and delivers support to volunteers and community groups who want to fundraise in aid of Grief Encounter in across England and Wales providing direct support to individual supporters, fundraising groups and community based organisations, especially schools and educational institutions, in the regions where we are delivering direct services
- Maximises opportunities and delivers outstanding supporter care whilst also raising awareness of the work of Grief Encounter to support bereaved children and their families.
- Responsible for developing and delivering a community fundraising plan that will increase community engagement across England and Wales.
- With specific focus on supporter retention, ensures outstanding supporter experiences and optimises value from existing and new community supporters.
- Assists the growth of key income lines within the Fundraising Team, including Grief Encounter events, Treks and Challenges, Corporate and Trusts/Foundations to help achieve overall team fundraising targets.

MAIN DUTIES & RESPONSIBILITIES:

Management of Community/Volunteer/Third Party fundraising:

- Account management of third party, volunteer fundraisers, providing support, advice and encouragement ensuring the delivery of a cohesive and effective supporter journey.
- Research, identify and secure fundraising opportunities in target local communities (schools, colleges, Universities, golf clubs, gyms, volunteer community committees etc).
- Track and manage all 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.
- Manage talks, presentations, and attendance at at community fundraisers, including schools talks, 3rd party events and remote presentations to groups always being considerate of ROI and developing long-term, sustainable relationship.

Other:

- Develop, manage and report on Community Fundraising income line focusing on achieving forecast.
- Create new fundraising materials to showcase the potential for supporter engagement.
- Manage and optimise work plan to ensure continual pipeline across the community income line.
- Support the team where needed to ensure the smooth organisation and running of key Grief Encounter led fundraising events which may include securing raffle/Auction/other prizes.
- Attend events such as marathons, golf days, volunteer fundraiser's events, bucket collections
- Manage collateral and logging impact across the organisation.
- Respond to telephone and email enquiries about fundraising, providing appropriate fundraising information, advice and materials to existing and new supporters

To achieve the above, the Community Fundraising Manager 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 and account management. Providing 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. This will be by email, telephone and face to face.
- Work closely with all the Grief Encounter departments, including the Clinical Team, to explore, identify and secure additional fundraising opportunities through existing relationships with schools, educational institutions and other community groups
- Stay abreast of developments in community fundraising and the wider area of fundraising.

CHARITY DEVELOPMENT:

- Accurately and regularly record comms, meetings and actions/agreements, using Etapestry (CRM) system to 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.

PERSON SPECIFICATION

Qualifications

- Degree level education or qualified by experience.

Skills & Experience

- Strong administration skills.
- Computer literate, including use of Microsoft Outlook, Word, Powerpoint, Excel and the Internet.
- Confident verbal and written communicator with good interpersonal skills.
- Demonstrates great attention to detail.
- Previous experience of supporting volunteer fundraisers and fundraising groups (desirable).
- Exceptional organizational and time management skills with the ability to prioritise/organize a busy and varied workload to meet work deadlines.

Personal qualities

- Able to work from home and work from the office in Mill Hill.
- Willing to attend events and external meetings with people from a variety of backgrounds and of all ages.
- 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)
- Able to work effectively within a team and be self-motivating.
- Able to actively listen, seek information, and ask questions to ensure the understanding of underlying concerns of others.

- Respectful, non-judgemental and empathic manner.
- A sense of responsibility and commitment to organisational excellence with integrity, honesty and professionalism.
- Demonstrates respect for confidentiality and boundaries.
- Resilient when dealing with sensitive and at times difficult situations.
- Flexible, pro-active and open attitude to work.

REVIEW:

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 pre-employment checks including an enhanced DBS check.