

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 parent, sibling and someone close. We deliver both local and national bereavement services. Please see our website for further information: www.griefencounter.org.uk

JOB TITLE:	COMMUNITY FUNDRAISING MANAGER
SALARY:	£36,000 to £39,000 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:	Head of Fundraising (Bristol)

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 will be expected to hold these in your day to day work:



Through times of grief, we deeply understand the profound influence of community. We honour heritage, diversity and the important bonds that nurture our sense of self and our collective contributions to provide hope, healing and fulfilling lives.



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.

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:

The Community Fundraising Manager plays a pivotal role in creating, implementing, and managing a comprehensive programme of community fundraising whilst developing supporter journeys.

This role focuses on nurturing relationships with donors, volunteers, and community organisations — including schools, universities, sports clubs, and businesses — to deepen long-term connections, foster supporter loyalty, and maximise income generation. The role is ideal for an energetic, organised, and passionate individual with experience in growing and managing a portfolio of community fundraising relationships.

MAIN DUTIES & RESPONSIBILITIES:

Event Planning & Management

- Plan, manage, and deliver a programme of fundraising events, including our Forget Me Not Walk and Christmas Campaign.
- Evaluate event success, producing reports and recommendations for future improvement.

Community Fundraising & Engagement

- Develop and implement community fundraising strategies to engage local groups, schools, businesses, and individual supporters.
- Build and nurture strong relationships with donors, volunteers, and community organisations to enhance fundraising opportunities.

- 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 community fundraisers, including schools talks, 3rd party events and remote presentations to groups always being considerate of ROI and developing long-term, sustainable relationship.
- Recruit, train, and manage volunteers for events and community fundraising efforts, ensuring a positive and rewarding experience.
- Represent the organisation at networking events, presentations, and external engagements to promote fundraising opportunities.

Financial & Operational Management

- Set and monitor income targets, ensuring that expenditure is managed effectively and return on investment is maximised.
- Lead on budgeting, income phasing, and reforecasting for events and community fundraising activities.
- Manage donor and supporter records using e-Tapestry, ensuring accurate data entry, reporting, and tracking of fundraising activities
- Coordinate all event invitations, mailings, donor acknowledgments, and post-event stewardship activities.

Other

- 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:

- Proven experience in community fundraising, supporter stewardship, and building long-term relationships.
- Strong administration, planning, and organisational skills.
- Skilled in making presentations and inspiring support from a range of audiences (individuals, groups, and organisations).
- Excellent verbal and written communication skills.
- Strong attention to detail and experience working with CRM databases (e-Tapestry or similar).
- Budget setting and forecasting experience.
- Strong proficiency in MS Office (Word, Excel, PowerPoint, Outlook).

Personal qualities:

- Ability to work collaboratively and motivate supporters, volunteers, and donors.
- Willing to attend events and external meetings with people from a variety of backgrounds and of all ages.
- Demonstrates great attention to detail.
- Able to work effectively within a team and be self-motivating.
- Respectful, non-judgemental and empathic manner.
- Able to actively listen, seek information, and ask questions to ensure the understanding of underlying concerns of others.
- Resilient when dealing with sensitive and at times difficult situations.
- Flexible, pro-active and open attitude to work.
- Passionate about Grief Encounter's mission and committed to making a meaningful impact.

REVIEW:

This job description will be reviewed as necessary to meet the needs of the charity 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.