

Job Description and Person Specification– Fundraising Officer



Job Title: Fundraising Officer
Reports To: Fundraising Manager
Grade/salary: G3.2 / £30,393

Overall job purpose

Working as part of the Funding Development department, you will contribute towards our Individual and Community Giving Programmes, maximising engagement with donors and voluntary income in support of our vital work with refugees in Scotland.

You will do this by:

- Developing high value relationships with all categories of donors, being part of a tailored donor acquisition, retention, development and acknowledgment programme.
- Engaging in fundraising events and developing new fundraising ideas with the aim to increase new supporters and donors
- Developing fundraising initiatives with corporate partners and engaging in the acquisition of new corporate partnerships
- Supporting implementation of fundraising and public appeals for the purpose of raising unrestricted and restricted funds and engaging new supporters
- Producing strong and compelling cases for support, fundraising information and materials for a wide range of audiences and media, supporting communications and marketing activities, working closely with colleagues across the organisation.

Key responsibilities

- Work with the Funding Development Team and Fundraising Manager to develop and implement our individual giving and community programmes and achieve annual financial income targets and other agreed engagement indicators.
- Be the main point of contact for all individual and community giving enquiries and ensure complete, accurate and timely recording of all donor communications, activity and income in the fundraising database. Manage online giving and donations from a range of sources.

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- Develop and use an annual fundraising calendar tool to align fundraising activities to ensure that fundraising platforms and resources can be utilised effectively and efficiently.
- Work collaboratively to create and coordinate public appeals and fundraising campaigns using a range of online social media tools.
- Work with the communications team to produce strong and compelling fundraising content and materials for a wide range of media.
- Produce monthly performance reporting, preparing detailed income, expenditure and engagement reports for each area of activity, as per agreed templates. Work collaboratively across the Funding Development team, integrating fundraising approaches and sharing information appropriately for the achievement of team targets and the overall Scottish Refugee Council fundraising strategy.

Other Duties

- Ensure that work is carried out in accordance with Scottish Refugee Council's values, policies and procedures.
- Keep up to date and comply with fundraising legislation, data protection, charity legislation, code of practice and all relevant guidelines affecting fundraising and communication practices.
- Comply with health and safety standards, sector standards and the organisation's insurance policy.
- Develop skills and undertake responsibilities which will fulfil the purpose of the role and support the success of the organisation. Keep up to date with individual giving trends, new initiatives and news from across the third sector.
- To undertake any other duties as requested by and agreed with the Head of Funding Development.

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the team, strategy and service.

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Quality	Essential	Desirable
Education and Training	Educated to Degree Level or equivalent experience	Member of Institute of Fundraising
Job Experience and Skills	<ul style="list-style-type: none"> • At least 18 months professional fundraising experience • Have a clear understanding of the mechanics of successful fundraising and the donor journey with demonstrable experience in individual giving. • Proven ability in achieving income targets. • Experience developing relationships with donors and supporters and building up a network of contacts and corporate partnerships. • Experience of fundraising through social media and digital channels. • Experience of creating communications material (including e-appeals, websites, and social media communications). • Excellent IT skills. • Excellent administrative and organisational skills with ability to plan ahead and work to agreed timeframes. • Experience of report writing. 	<ul style="list-style-type: none"> • Experience using analytics tools and a CRM system (such as Donorfy or Beacon) for fundraising purposes • Experience of using Mailchimp for donor journeys • Knowledge of current individual supporter and fundraising trends • Knowledge of the voluntary sector in Scotland • Experience in supporting volunteers • Knowledge of regulatory environment for fundraising from individuals including data protection, Gift Aid and fundraising codes of practice and regulation
Personal Qualities	<ul style="list-style-type: none"> • Empathy with refugees • Understanding of equal opportunities • Outgoing personality and ability to initiate and enjoy direct communication with donors and potential donors; • Ability to understand, exhibit and implement excellent customer care attitude and behaviour, therefore committed to building good internal and external relationships, both with colleagues and supporters • Demonstrable ability to work on own initiative and to meet objectives and tight deadlines under pressure. • Able to work outside office hours by mutual arrangement 	<ul style="list-style-type: none"> • Understanding of refugee issues

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