Job Description & Person Specification

Community Fundraising Officer

BACKGROUND

Breast Cancer UK’s vision is a world without breast cancer. Our mission is to prevent breast cancer through scientific understanding, education, collaboration and policy change.

We are the only UK breast cancer charity focused entirely on the prevention of breast cancer by campaigning to reduce risk. Many thousands of women every year get breast cancer but at least 1 in 4 breast cancers is thought to be preventable.

- We fund scientific research that will help to understand and address the preventable risk factors for breast cancer
- We educate and raise awareness of the preventable risk factors for breast cancer and provide practical information to help people reduce their risk
- We campaign for policy changes that promote the prevention of breast cancer

Breast Cancer UK is known for its campaigns and research on the links between certain environmental chemicals and breast cancer. We have grown in size and impact over the last 5 years and we have ambitious plans to do even more. As well as tackling the environmental causes of breast cancer, we aim to promote awareness and understanding of the preventable lifestyle risk factors too. The Community Fundraising Officer will be an integral member of the fundraising team responsible for the day to day communications with our donors and supporters. Our supporters are central to all that we do, and this exciting role is key for Breast Cancer UK to ensure they receive the very best of support. Ensuring that our donors are supported with all aspects of their fundraising and proactively working to improve their journey with Breast Cancer UK

Key facts

Hours: 18.75 hours per week (excluding lunch breaks) to be worked across 4/5 days
Location: Home based with travel to London and Cambridge for team meetings
Responsible to: Head of Fundraising and Partnerships
Responsible for: None.

SALARY AND BENEFITS

- £18 - £24.99k pro rata (depending on experience) (plus London weighting if applicable)
  - 25 days holiday per year (pro rata if part time) plus public holidays, plus three days when the office is closed over the Christmas period (when holiday time must be taken).
  - Supportive and positive working environment.
  - Good opportunities for learning and development.

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Last updated Sept 2019
Up to 4% contributory pension scheme.

**PURPOSE OF ROLE**

The main purpose of the Community Fundraising Officer is as the first contact for fundraising within the charity you will represent and promote the vision of Breast Cancer UK to supporters, volunteers, fundraisers and general members of the public. You will be the first point of call for our donors and supporters, the external face of BCUK to these audiences, engaging with them and supporting them to arrange their events, assisting with all enquires and working with the team to enhance this journey and grow our supporter base. Working across all our donor platforms, including our CRM tool, you will be responsible for managing these, and liaising with the Communications team to ensure that supporter communications are in line with branding and messaging. You will be working across our social media platforms with the team to develop this offering involving our supporters.

**SCOPE OF ROLE**

This role has three main areas of work. The percentages given below are approximate and the post holder’s work rhythm will vary from week to week and month to month:

a. Reacting to inbound enquiries from donors and supporters 40%

b. Managing donor and supporter communications: 40%

c. Administration and support: 20%

**BREAKDOWN OF DUTIES**

This is not necessarily a comprehensive list of tasks, it is intended to give a good feel for the content of the role.

**a. Reacting to inbound enquiries from donors and supporters 40%**

i) Respond to enquiries from the public, volunteers, fundraising etc (by phone, email and in person) including responding to requests for information and materials etc.

ii) Identify opportunities for volunteer and supporter development, building long term relationships through telephone and online communications.

iii) Recruit, support and develop relationships with volunteers and supporters

iv) Ensure that accurate and up to date financial and supporter records are maintained and accessible, including managing the donor and supporter database and ensuring databases are compliant with GDPR regulations.

v) Work with Fundraising and Communications teams to collate, edit and distribute the Charity’s monthly E news and any printed newsletters

**b. Manage donor and supporter communications : 40%**

i) Responsible for ensuring all donor thank you communications are undertaken, using the appropriate platforms and ensuring appropriate responsive and personalised messages. This includes the In Memory and Funeral donation streams

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ii) Responsible for ensuring all communications to donors and supporters are fulfilled in a timely fashion and in line with Breast Cancer UK’s policies and procedures

iii) With the Head of Fundraising work to develop the communications and constantly look to improve and innovate

c. Administration and support: 20%

i) Work with the communications team to help accurately communicate Breast Cancer UK’s key messages and policy positions to fundraising partners and donors

ii) Ensure that all requests for support materials from external and internal customers are fulfilled in a timely way

iii) Work closely with the Finance Officer to ensure accurate record keeping and allocation of income to donor and stream

iv) Ensure all communications across fundraising are in line with BCUK branding and ethical policies and that compliant record keeping is ensured through use of BCUK’s CRM tool

v) As part of the Fundraising team work together to creatively use the stories, images and passion of our supporters to develop effective communications across all platforms

6. KEY RELATIONSHIPS

The post holder will have contact with a wide range of people, especially outside the organisation and will be required to be friendly, professional, helpful and sensitive. Relationships include:

i) Working across all teams

ii) Trustees

iii) Supporters

iv) Donors

v) CRM and other platform organisations

vi) Other third sector partners

7. OTHER INFORMATION

- This job description helps the post holder to understand her/his main duties. It is not exhaustive, and the role’s duties may change from time to time, in discussion with the post holder and consistent with the level of responsibility of the post.

- The appointment is subject to the satisfactory completion of a three month probationary period

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Breast Cancer UK is committed to providing equal opportunity to everyone, regardless of background.

Breast Cancer UK has no head office and all staff are expected to be able to work from home. The post holder will be provided with a laptop, but must have suitable broadband, home working facilities, and be IT proficient.

The post holder will be required to travel within the UK for example to attend staff meetings in London or conferences in other parts of the country. This may occasionally require overnight stays. The post holder may also be required to undertake occasional evening and weekend work where, for example, we hold events or conferences.

8. PERSON SPECIFICATION

KNOWLEDGE & QUALIFICATIONS
- Have a minimum of 2 years of experience in managing customer relations either within the third sector or a business/statutory environment
- A proven ability to communicate effectively in both verbal and written form
- An ability to engage, online and via telephone, sympathetically and kindly with people

EXPERIENCE
- Have experience in working with online platforms and systems, third sector or other
- Be able to demonstrate an ability to deal with a wide variety of people with high levels of judgement, tact and empathy
- Demonstrate experience in managing systems and timely delivery of outcomes
- Excellent working knowledge of Microsoft packages, and comfortable using CRMs to manage relationships
- Proven record of managing and delivering programmes/communications/outcomes effectively

ATTRIBUTES
- Strong team worker
- Hard-working and reliable
- Well organised and self-motivated
- Confident working without direct supervision
- Self-disciplined and self-motivated
- High level of attention to detail
- Able to work to tight timeframes
- Empathy with Breast Cancer UK’s aims, values and objectives
- Be able to work from home or on their own initiative where appropriate. Previous experience of successfully working from home a benefit

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Please note - whilst this role involves working from home and includes some flexibility, all employees are expected to be available during agreed working hours for meetings and events both remote and at different locations – e.g. London.

BREAST CANCER UK’S COMPETENCY FRAMEWORK

Breast Cancer UK operate a competency framework to help define and develop the personal attributes, skill sets and behaviours required to perform effectively in all roles across the organisation. It comprises a set of 9 overlapping core competencies and behaviours as outlined below.

Each competency has four different levels that help to illustrate what effective performance involves at each level. It is likely that people will perform at different levels across all 9 areas. All roles are likely to involve a level of performance at each competency, but some competencies will be more relevant to certain roles than others. The competency framework applies to all staff, volunteers and trustees and can help to inform job descriptions, recruitment and requirements for support and supervision. We have identified a number of core competencies we believe to be most pertinent to this role below.

Competency requirements for this role are as follows:

<table>
<thead>
<tr>
<th>Behavioural Competency</th>
<th>Description</th>
<th>Level required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning and organising</td>
<td>The ability to plan and organise tasks and resources</td>
<td>Level 2 – 3</td>
</tr>
<tr>
<td>Communications</td>
<td>The ability to communicate ideas and information</td>
<td>Level 2 – 3</td>
</tr>
<tr>
<td>Self-Motivation and Professionalism</td>
<td>Self-motivated to achieve personal and team goals</td>
<td>Level 2 – 3</td>
</tr>
<tr>
<td>Teamwork and leadership</td>
<td>The ability to work co-operatively with staff, Trustees, volunteers and external stakeholders</td>
<td>Level 2 – 3</td>
</tr>
<tr>
<td>Organisational Awareness</td>
<td>Understands Breast Cancer UK’s core purpose and charitable objectives and priorities.</td>
<td>Level 2 – 3</td>
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APPLICATION PROCESS

Please send a completed application form to recruitment@breastcanceruk.org.uk by 5pm on 25th October 2019. We encourage early applications so please do not wait until the deadline to submit your application. (Interviews will be in two stages with the final round of face to face being held the week commencing 4th November 2019).

To discuss the role or if you have any questions regarding the application process please contact us

e-mail: recruitment@breastcanceruk.org.uk or via phone on 0845 6801322.

Privacy Notice: We understand the trust that people place in us when sharing their data. We will always do our utmost to respect that trust and protect their personal information. We will only process your personal information in accordance with the above purposes (i.e. to process your application, contact you should you be shortlisted). The information provided by you will be kept for the duration of the recruitment process and in the event you are unsuccessful for no longer than 1 year after the application deadline date. We will not pass any data to any third parties and your information will be kept securely in a digital format. Should you be offered the role, your information will be kept for the duration of your time with Breast Cancer UK and for up to 6 year after. You have the right to request a copy of the data held on you by us and can withdraw your consent at any time. A full copy of Breast Cancer UK’s Employee Data Protection and Privacy Policy can be requested by calling 0845 680 1322.

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