



# Job Description

Job title:	Fundraising Officer
Project/Base:	Head Office (Canterbury) with flexible working options
Reports to:	Fundraising manager (corporate)
Hours:	37.5 per week
Contract:	Permanent
Salary:	£24,851 - £27,213 (Band C)

## Overall Purpose

*This is an excellent opportunity to be part of a vibrant and enthusiastic Porchlight fundraising team, working to raise awareness and funds for the work Porchlight, a charity providing vital services for people who are homeless, at risk of becoming homeless or struggling with their mental health in Kent, Medway and Bexley.*

*The successful candidate will be supporting the Corporate Fundraising Manager and Community and Events manager to raise income from businesses, community groups and individual fundraisers.*

*The role will also support the development and promotion of Porchlight's own fundraising events.*

## Main responsibilities

1. Along with the existing Community and Corporate Fundraising Officer (CCFO) and Senior Fundraising Officer, be the main point of contact for Porchlight supporters, providing support, advice, and encouragement and ensuring a high level of supporter care is achieved.
2. To work closely with the CCFO, Senior Fundraising Officer, Community and Events Fundraising Manager and Corporate Fundraising Manager to roll out current and new fundraising initiatives to corporate and community supporters, ensuring long-term income potential.
3. To represent and raise awareness of Porchlight by delivering talks and presentations to a range of businesses and community groups (including and not limited to schools, colleges and universities), to promote the work of Porchlight and create enthusiasm for undertaking fundraising activities
4. To help recruit, train and manage event volunteers and volunteer speakers to represent Porchlight at talks and events (internally and externally hosted) as well as promote and encourage involvement of Porchlight staff and clients in talks and presentations
5. To support the charity's partnerships with businesses and community groups throughout Kent to facilitate and maximise fundraising activity.
6. To attend in person or virtual meetings and events and maximise fundraising activity from corporate supporters and community groups in Kent and Medway.
7. To attend functions and cheque presentations to collect income from corporate and community fundraisers, including businesses and local organisations. Fully engaging in photo opportunities that positively promote Porchlight and fundraising for Porchlight.
8. To commit to individual objectives that support fundraising key performance indicators and ambitious fundraising department targets.
9. To contribute to the development of new fundraising opportunities such as fundraising products.

10. To work with colleagues in the Fundraising and Communications teams in communicating with supporters, including through postal mailings, e-newsletters and online updates.
11. To ensure gift aid is maximised at all relevant opportunities, through promotion on sponsorship forms, collection envelopes and through other community-based activities.
12. To ensure all supporters are thanked in a timely and appropriate manner, providing updates and contact as necessary.
13. To ensure all records and files are maintained and accurate, through the utilisation of the Raisers Edge database.
14. Provide support monitoring the fundraising phone line and inbox and processing corporate and community donations during busy appeal periods or as required.
15. To be willing to work unsocial hours (including weekends and evenings) to support fundraising initiatives, activities, and events.

### **General**

1. To be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
2. To follow Porchlight's policies, procedures, and performance expectations.
3. To attend and participate in regular team meetings and other meetings as required in person or virtual where required.
4. To perform any other duties consistent with the role and/or reasonably required.
5. To implement Porchlight's Diversity Policy in all functions of the post.

This job description is a summary of the main responsibilities of the post and duties may change and vary from time to time. Employees will be consulted on any major changes to the job description.

# Person Specification

We want the post-holder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

<ul style="list-style-type: none"><li>• People focused</li><li>• Positive and enthusiastic</li><li>• Communication and influence</li><li>• Teamwork</li></ul>	<ul style="list-style-type: none"><li>• Quality focused</li><li>• Adaptable</li><li>• Problem solving</li><li>• Creativity and innovation</li></ul>
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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form to demonstrate your capabilities in relation to each of the criteria listed below (addressing each point in order). Where relevant use your answers to illustrate how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

## Qualifications:

1. Willingness to travel around Kent and Medway. To have a full driving license and the use of a vehicle, subject to the provisions of the Disability Discrimination Act 1995.

## Experience

Essential:

1. Fundraising experience in a paid or voluntary capacity or working directly with the community in a people-facing or sales role.
2. Ability to demonstrate a reasonable success rate in raising funds and meeting targets.
3. Experience of using a contact management database to manage relationships, preferably Raisers Edge.
4. Experience of implementing an agreed strategy.

Desirable:

5. Experience of working in an organisation supporting homeless or other vulnerable people.
6. Experience of working within a professional community or events fundraising environment.
7. Experience of successful recruitment, support and engagement of volunteers, ideally in a fundraising or charity environment.

## Skills and Abilities

Essential:

8. Excellent oral and written communication skills.
9. Demonstrable interpersonal and presentation skills with the confidence to represent the charity at workshops and talks.
10. Excellent computer literacy skills, including Word, Excel, Powerpoint and Outlook.
11. Excellent influencing skills with the ability to build strong relationships with supporters and to motivate and enthuse people to support Porchlight.
12. Exceptional time-management and organisational skills with the ability to meet deadlines and adapt to changing priorities.
13. Excellent customer service skills.

## Knowledge and Understanding

Desirable:

14. Knowledge of the Charities Act and good practice in relation to fundraising.
15. Knowledge of tax-efficient giving.
16. Knowledge of Kent and the community and business structures within it.

## Personal Qualities

Essential:

17. A positive and highly motivated individual who is able to work well on their own initiative as well as enthusiastically as part of a team.
18. The ability to contribute ideas and to think creatively in order to maximise income.
19. Commitment to the practical application of Equal Opportunities

