

## Fundraising Officer

<b>POST</b>	Fundraising Officer
<b>EMPLOYER</b>	VOCAL
<b>SALARY</b>	SCP45, £17.51 per hour. £32,892 per annum (pro rata for part-time)
<b>HOURS</b>	22.5 hours per week 33 days paid annual leave plus six fixed public holidays
<b>CONTRACT</b>	Fixed Term: one year with the possibility of extension.
<b>LOCATION</b>	VOCAL Carers Hub, 60 Leith Walk, EH6 5HB, with some requirement to work from VOCAL's Carers Centre at 30/1 Hardengreen Estate, Eskbank, Dalkeith EH22 3NX and occasional offsite work.

### Purpose of the post

VOCAL is a carer-led organisation employing approx. 65 staff, supported by a team of nearly 40 volunteers, who are based at the Edinburgh Carers' Hub and Midlothian Carer Centre, and within several health and social care settings across Edinburgh and Midlothian.

This post will work alongside VOCAL's Partnership & Business Manager, developing a range of established income streams, including Trusts & Foundations, Corporate Partnerships, Challenge events, Community, individual giving, gifts in wills and In Memory fundraising.

### VOCAL values

- We are carer-led and engage carers in all aspects of our work
- We recognise and advocate for carers as equal partners in care
- We support carers to:
  - build on their strengths and skills
  - identify and achieve their outcomes
  - strengthen their resilience
  - improve their quality of lives
- We believe in diversity, equality of opportunity and choice
- We promote transparency and honesty
- We treat people with dignity and respect
- We create opportunities for innovation, creativity and enterprise
- We seek to work in partnership around agreed outcomes

### Improved outcomes for carers

As part of the VOCAL team, the post holder will contribute to the following outcomes for carers.

Carers will report:

- being better informed about issues linked to their caring role
- improved confidence in their ability to shape services and support

- improved confidence in managing their caring role
- improved physical and mental wellbeing
- improved confidence in their ability to deal with the changing relationships
- improved economic wellbeing
- improved social wellbeing
- improved personal safety

## Person Specification

### Experience

The post holder will evidence the following experience (essential):

- Previous experience in one or more of the following income streams: Trusts & Foundations, Corporate Partnerships, Community/Challenge.
- Experience managing numerous projects at any one time
- Excellent interpersonal skills and relationship management experience
- Excellent IT skills including Internet, social media, MS Word, Excel, Outlook
- Data entry experience and accurate recording of information
- Excellent administrative skills

Applicants will also demonstrate:

- Ability to listen attentively and to communicate confidently, clearly and sensitively at all levels and through all media
- Ability to manage a complex and varied workload within a busy environment
- Ability to manage challenging situations calmly and efficiently
- Ability to work proactively, independently and as part of a team
- Excellent interpersonal and conversational skills that allows effective communication, particularly with individuals experiencing emotional distress or anxiety
- Ability to handle sensitive and confidential information with discretion
- Ability to use web-based tools and digital platforms
- Ability to deal with carers, professionals, and members of the public in a sensitive and person-centred manner, face to face, digitally, by telephone and online
- Proven ability of organising, prioritising, and managing own workload
- Ability to work proactively, flexibly and collaboratively to co-produce positive outcomes in a timely manner
- Strong attention to detail

### Knowledge

Applicants will demonstrate:

#### Essential

- Knowledge and understanding of fundraising regulations, including the Fundraising Regulator's Code of Fundraising Practice regulations
- An understanding of a variety of fundraising income streams

- An understanding of the fundamentals of partnership working
- An understanding and commitment to Equal Opportunities

#### Desirable

- Knowledge of the current fundraising landscape in Scotland
- An understanding of issues relevant to unpaid carers
- Knowledge of Health & Safety, statutory requirements of hospitality industry
- An understanding of legal frameworks in which companies and charities operate

## **Job Description**

Duties for this post include:

### **Fundraising (all income streams):**

- Support VOCAL's Partnership & Business Manager to sustain and grow income from a variety of income streams, working towards an agreed income target each year.
- Being a point of liaison for the Finance Department in relation to fundraising income
- Identifying new opportunities for all income streams (e.g. corporate partners, new challenge events, community organisations, reaching new individual donors etc)
- General administrative tasks related to fundraising
- Attending events outside of usual working hours.
- Ensure all fundraising activity is in keeping with the Fundraising Regulator's Code of Fundraising Practice and is compliant with fundraising regulations
- Ensure all fundraising activity is in keeping with VOCAL's values and guidelines and that unpaid carers are centred in all fundraising activities.
- Any other reasonable duties as needed to ensure the smooth functioning of VOCAL's fundraising operations.

### **Work with organisations**

- New business work – including research and approaches to potential corporate partners and other types of funders.
- Relationship management with corporate partners, community organisations, trusts and foundations.
- Research and identify suitable Trusts and Foundations in relation to specific projects
- Support the Partnership & Business Manager on making funding applications to trusts and foundations
- Support the Partnership & Business Manager in reporting to trusts and foundations

### **Work with individuals**

- Process donations from individuals and organisations, including recording donations, thanking supporters in a timely fashion and responding to ad hoc queries
- Supporting the management of VOCAL's 100 club, including recording income, contacting new joiners and leavers, general support.
- Challenge events - Managing VOCAL's [justrunning.com](http://justrunning.com) account, supporting event participants, attending events, stock control (t-shirts).

- Gifts in wills – Recording pledges, liaising with current and potential pledgers, assisting with VOCAL's free will offer for carers and supporters.

#### **Record Keeping and Reporting:**

- Maintain accurate and up-to-date records of donors, partner organisations, donations and grants.
- Assist with reporting on fundraising progress to target at various points during the year.

#### **Communication and Coordination:**

- Serve as a point of contact for enquiries related to all fundraising income streams.
- Effectively communicate with donors and partner organisations about fundraising.
- Support with internal communication in relation to fundraising opportunities and campaigns.

#### **General:**

The post holder will be expected to consistently and effectively perform a number of general duties:

- Work with and support any volunteers assigned to facilitate the work of the post holder.
- Comply with carer centre policies and procedures such as confidentiality policy, telephone and recording procedures, lone working policies, etc.
- Comply with and contribute to VOCAL's work of continuous quality improvement.
- Participate in VOCAL staff team and development meetings.
- Support and provide cover for additional administration tasks, as directed by line manager, during periods of staff absence and high demand for the service.
- Liaise with key VOCAL staff and other agencies to ensure clear communications and an effective outcome for carers.
- Liaise with VOCAL's Short Breaks Facilitator to respond to any and all carer feedback.

#### **Accountability, Management and Development**

The post holder will benefit from a structured support programme within the first month of appointment, followed by a six month probation period.

The post holder will ultimately be accountable to the Board of Directors. For line management, supervision and support the post holder will be answerable to VOCAL's Partnership & Business Manager.

VOCAL acknowledges its responsibility to help identify training needs of staff and to allow reasonable time and resources for staff training, where such training furthers the duties and responsibilities of the post.

Emphasis is placed on team accountability and mutual support.

The post holder will be expected to carry out the duties of this post with due regard to Equal Opportunities and non-discriminatory practice.

## Conditions of Service

The post is initially advertised at 22.5 hours per week over a minimum of 3 days. There will be some flexibility over the distribution of hours which will form the normal working week.

VOCAL offers a range of contractual benefits, including:

- generous annual leave entitlement of 33 days plus six public holidays (pro rata). This increases with length of service.
- a 6% pension contribution which increases with length of service
- enhanced maternity, paternity, and adoption pay
- paid Carer's Leave
- enhanced sick pay
- a Cycle to Work Scheme.

The postholder will be expected to undertake a Level 1 Disclosure Scotland check.

