

# **Job description**

## **Job title**

Fundraiser (digital retail)

## **Hours**

37.5 hours per week with some evening and weekend work  
(Actual hours of work will be agreed with the line manager as deemed necessary for the proper performance of the role.)

## **Contract**

Permanent

## **Role profile and grade**

OS30 – Grade 3

## **Salary**

Starting Salary £34,653 (rising to £38,388.00 with biennial increments)

## **Location**

Central Office, Cheadle

## **Reports to**

Senior Fundraiser / Head of Fundraising

## **Type of DBS required**

Enhanced Check (We will apply for this on your behalf.)

## **Job purpose**

The post holder will be accountable to the Senior Fundraiser and Head of Fundraising for the development and delivery of fundraising activities and

relationships and provide fundraising support in accordance with the priorities identified in the fundraising strategic plan.

## **Nature of the Post**

The Together Trust currently employs around 850 staff and volunteers, across several care, education, and community sites in the North-West and surrounding areas.

Please note, due to the nature of the role there may be a requirement at some point to work at other appropriate centres operated by the Trust and within the community.

The Head of Fundraising guides the work of the Fundraising Team, however the post holder will be expected to prioritise and manage their workload and to work independently as well as being part of a team.

All staff are expected to work in a flexible way and tasks that have not been covered in the job description may have to be undertaken. Time off in lieu is given for additional hours worked in line with Together Trust policy and with the prior agreement of the Head of Fundraising.

## **Key responsibilities**

- Reliably understand the philosophy, activities and diversity of the Together Trust in order to enthusiastically and accurately promote its work and act as an effective ambassador for the organisation.
- Work at all times in accordance with the Policies and Procedures of the Together Trust.
- Understand that safeguarding children and vulnerable people is a priority for all employees.
- Contribute to the growth of the organisation by delivering the aims set out in the Together Trust's strategic plan, fundraising strategy and budgeting process including monitoring income and expenditure for key events and activities as guided by the Head of Fundraising.

## Online Retail

- Effectively manage and promote our online retail platforms, including (but not limited to) Vinted, Depop, eBay, Shopify.
- Organise and manage pop-up shop opportunities where possible.
- Managing volunteers and work experience students to ensure a mutually beneficial volunteering experience with our online shops.

## Recycling

- Maximise income from recycling as a revenue stream.

## Gifts in Kind

- Source and maximise gift in kind opportunities.
- Log all gift in kind donations in accordance with Together Trust processes and procedures.

## Merchandise

- Grow and develop the sale of Together Trust merchandise to generate revenue for the fundraising team.

## Other responsibilities

- Record and process all donations and funds in accordance with finance policies and procedures.
- Support colleagues with their income streams – this could include, corporate partnerships, events, community fundraising, etc. where needed.
- Monitor and report on progress against financial targets and KPIs to an agreed timescale.
- Manage personal target related to certain key performance indicators.

- Manage and maintain the database to keep donor contact information up to date, ensuring use of the database is developed to maximise efficiency and effectiveness in donor care, communications and management.
- Produce reports as required.
- Act as an effective ambassador for the Together Trust at meetings and events, including making presentations or speeches of thanks in accordance with brand guidelines.
- Build a positive rapport with Together Trust colleagues to promote a professional and friendly fundraising function and provide advice and support to their service fundraising.
- Implement effective supporter stewardship across all areas of the activity.
- Liaise with the communications team to ensure,
  - Prompt and regular coverage in media or online relating to fundraising events, activities and supporter stewardship.
  - The production of a quarterly fundraising newsletter, agreeing content with the Head of Fundraising, writing copy and coordinating copywriting with colleagues as required.
  - To develop engaging web, digital and print materials to facilitate corporate supporter acquisition and retention in line with brand guidelines.
  - To keep fundraising-related digital content accurately updated including the events listing, links and appropriate news articles in line with brand style and messaging.
- To ensure compliance with the Institute of Fundraising's Code of Practice across all areas of activity.
- To undertake such other duties as shall be deemed appropriate by the Head of Fundraising / Senior Fundraiser.

- Actively engage with the Together Trust's vision, mission and values.
- Commit to promoting equality, diversity and inclusion.

## Person specification

You will need demonstrate the extent that you have the necessary requirements for this role. Please use examples in your application how you match the criteria in the person specification and your experience of the responsibilities outlined for the role.

|   | Essential  | Desirable  |
|---|--|--|
| <b>Education, qualifications and training</b> | <p>Undergraduate degree in a related field or NVQ level 3 or 4 in related field.</p> <p>2-4 years' demonstrable experience in successful community or events fundraising.</p>  | <p>Education to A level standard or equivalent.</p> <p>Certificate In Fundraising or other relevant professional qualification.</p> <p>Relevant degree.</p>  |
| <b>Experience and skills</b>                  | <p>Extensive experience of working in a fundraising /office/retail environment and as part of a team.</p> <p>Has raised funds in a community or corporate setting on a paid or voluntary basis or has worked in a related discipline e.g. PR, marketing, sales project management.</p> <p>Experience of public speaking and delivering presentations.</p> <p>Proven experience of achieving financial targets in a fundraising or sales environment.</p> | <p>Has worked with local media to achieve PR and organised photo opportunities etc</p> <p>Experience of recruiting and managing volunteers or support groups</p> <p>Experience of planning and managing local and corporate fundraising events.</p> <p>Experience of taking a lead role within a project and motivating colleagues</p> <p>Has prepared and managed an income and expenditure budget.</p> |

|                                    |   |   |
|------------------------------------|---|---|
|                                    | <p>Proven experience of account management, supporter stewardship, volunteer management and retention.</p> <p>Experience of managing and developing effective use of data bases and/or donor management systems.</p> <p>Experience of processing income and using finance systems.</p> <p>Ability to prioritise work, meet deadlines, and targets, set and work to budgets and to use own initiative.</p> <p>Good IT Skills including Microsoft packages, word processing, email, databases, digital channels, Canva.</p> <p>Ability to liaise internally and externally in a confident and professional manner.</p> <p>Good presentation skills.</p> <p>Previous experience of database input and retrieval.</p> | <p>Excellent networking, influencing and negotiation skills.</p> <p>Sound information gathering and analytical skills.</p>            |
| <b>Knowledge and understanding</b> | <p>Up to date knowledge of fundraising techniques &amp; legislation, e.g. charity law, taxation, health &amp; safety, GDPR.</p> <p>Knowledge of how to motivate and retain volunteers &amp; supporters.</p>   | <p>Knowledge of the work and the activities of the Together Trust.</p> <p>Knowledge of PR &amp; Marketing and related principles.</p> |

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|--------------|---|--|
|              | <p>Knowledge of how to manage donors &amp; funders effectively.</p> <p>Basic PR knowledge.</p> <p>Knowledge of the Institute of Fundraising's Code of Practice.</p>   |  |
| <b>Other</b> | <p>An enthusiastic, reliable, outgoing and confident person who is conscientious, punctual and flexible.</p> <p>Ability to empathise and feel comfortable with both the people we support and their families/carers and providers within the Trust.</p> <p>Commitment to continuing personal and professional development including on the job.</p> <p>Full clean driving licence with access to a vehicle.</p> |  |

Applications are welcome from all regardless of age, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, race, sex, sexual orientation, trans status or socio-economic background. We are committed to making reasonable adjustments for disabled people. We positively encourage applications from those with lived experience.