

Community Fundraiser, Coventry, April 22 – Job Pack

Job title:	Community Fundraiser (West Midlands)
Department:	Fundraising
Reporting to:	Regional Fundraiser (West Midlands)
Salary:	£30,842 per annum
Hours:	35 per week
Location:	Crisis Skylight Coventry (Working from home is an option in line with Crisis' homeworking policy - minimum of one day a week in the office).
Contract type:	Fixed Term – 1 Year

Aim and influence

- Support the delivery of the regional fundraising strategy and plan for the West Midlands, within the context of the Crisis fundraising strategy and five-year corporate plan
- Contribute to the programme of developing fundraising networks and activity in the West Midlands, which attracts support from communities, individuals, local trusts, and companies
- Work with colleagues regionally and nationally to help drive and develop growth in fundraising income, and ensure excellence in supporter experience

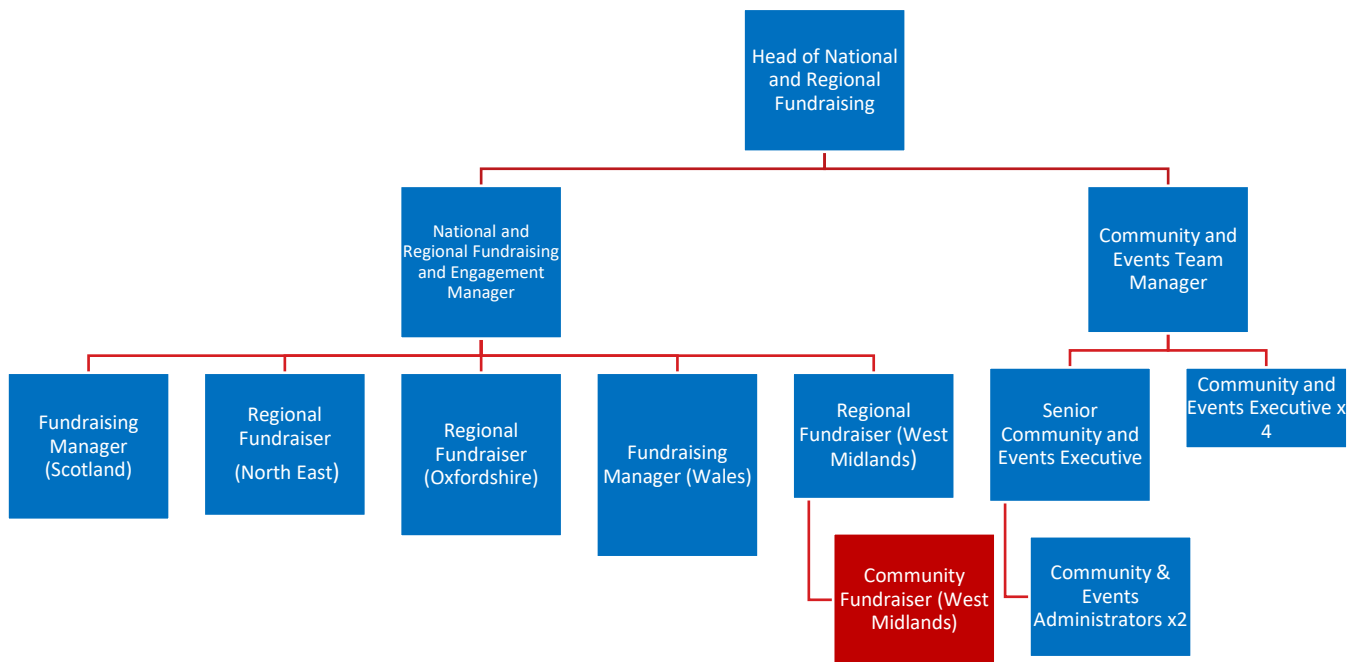
Financial and supervisory responsibility

- No direct line reports, but responsible for supervision of fundraising volunteers.
- Assisting in reporting on the income and expenditure budget for the region

Other key details

- Frequent travel throughout the region and occasionally within GB, particularly to London with occasional overnight stays
- Some evening and weekend work, time off in lieu will be given

Organisational chart



Please note structure is subject to change

Job responsibilities

1. Work closely with the Regional Fundraiser (West Midlands) to contribute to the delivery of the fundraising and engagement strategy and plan for the region
2. Support the Regional Fundraiser (West Midlands) in building a network of fundraising and volunteer support, providing excellent supporter experience across a range of income streams
3. Work with the Regional Fundraiser (West Midlands) and the Birmingham and Coventry Volunteer Co-ordinators to ensure a joined-up approach to recruitment and management of Crisis volunteers
4. Support the delivery of regional fundraising appeals, third party events and community engagement activity

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5. Provide a timely and appropriate response to enquiries from supporters, including signposting them to guidance and providing materials to help them maximise their fundraising
6. Ensure that administrative process and procedures are followed, including accurate recording of supporter details on Crisis' database (currently Raisers Edge)
7. Work collaboratively with the National & Regional Fundraising team, and other teams at Crisis, including contributing to projects as required
8. Work closely and collaboratively with the Crisis Skylight Coventry and Birmingham teams to gain their input to and support for plans and activity to attract interest in our work

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Respect and meet professional standards published by the Chartered Institute of Fundraising, Fundraising Regulator and OSCR (Scotland)
- Carry out other reasonable duties that may be required

Person Specification

Essential

- 1 Experience of identifying and building successful relationships with a range of supporters or customers, including individuals, groups, organisations
- 2 Experience of supervising volunteers
- 3 Excellent communication skills, both written and verbal including presentations
- 4 Able to demonstrate previous successful delivery of projects or events
- 5 Previous experience delivering excellent supporter or customer care
- 6 Can demonstrate ability to use own initiative, remote from fundraising colleagues
- 7 Ability to carry out prospect research and present findings clearly & concisely
- 8 Proven ability to build internal relationships and work collaboratively with colleagues and other teams

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- 9 Ability to work sensitively and constructively with Crisis Members on fundraising projects
- 10 Knowledge of and ability to comply with safeguarding procedures
- 11 Commitment to Crisis' purpose and values including equality and social inclusion
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Desirable

1. Previous fundraising experience ideally working with a wide variety of supporters
2. Experience of working with Raiser's Edge or a similar CRM database
3. Experience or understanding of digital marketing techniques and channels

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

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Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

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If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.