## Donor Support and Development Officer

Salary: £20,000 – £24,000 DOE + 6% pension contribution

Location: Bristol office based + flexible working

Benefits:

* 6% employer pension contribution
* 25 days annual leave plus statutory bank holidays
* Employee assistance programme in place with free access to confidential, professional legal and health advice
* Flexible working: where appropriate staff can split time between the office and home as agreed with their line manager
* Cycle to work scheme

## Purpose

This is an exciting opportunity for a fundraiser to take on the coordination of our community and individual fundraisers. Playing a valued role in our fundraising team, you will be supporting the new Global Roadmap to defeat Meningitis by 2030. Inspiring others to take action and help defeat meningitis through community and individual support, DIY fundraising and other projects which is a foundation of our fundraising. There is room and encouragement for fundraiser to grow and develop in their role - diversifying and maximising MRF’s income from our valued supporters.

The candidate

We are seeking a creative and proactive individual committed to our values. The ideal candidate will be enthusiastic and inspire others to take action, building relationships that last. Stewarding donors and supports who want to defeat meningitis, you will bring real energy and first class customer service to a role that also requires pro-action, sensitivity and flexibility. You will be working with a lively, friendly and varied team. Whether you come with direct fundraising experience or have transferable skills and the attitude this role requires, we will support and develop you to excel in your role.

The application process

The closing date for completed application is 10am Monday 5th September 2022. Interviews will be held on Monday 12th September. The interview will also include a presentation task, the details of which you will be informed of if shortlisted. If you have any questions or would like to discuss the role further please speak to Kat Lacy, Senior Fundraising Manager by emailing [katl@meningitis.org](mailto:katl@meningitis.org) or calling 0333 405 6277. Or you can contact Ian Beningfield, Head of Fundraising by emailing [ianb@meningitis.org](mailto:ianb@meningitis.org) or calling 07747 080 417.

Please return application forms via e-mail to [beckym@meningitis.org](mailto:beckym@meningitis.org). Please be advised that CVs alone will not be considered.

Following receipt of satisfactory references, the successful candidate will need to start as soon as possible

*MRF is committed to safeguarding, any advertised role will require references and confirmation of your identity will be undertaken. Specific roles will state if there is a requirement for further checks.*

# About Meningitis Research Foundation

Meningitis Research Foundation is a leading UK and international charity working to defeat meningitis wherever it exists.

Meningitis and sepsis are together the second biggest infectious killer of children under the age of 5 globally. It strikes quickly and can affect anyone of any age. We are driven by the call of people who have experienced the devastating effects in their lives. Their demand is simple and powerful - to ensure “no other family has to go through what we have”.

Our vision is of a world free from meningitis and septicaemia. A world where effective vaccinations can protect everyone.  A world where people who do get the diseases get the most effective diagnosis and treatments possible. A world where people affected and their families have the best support and information.

To achieve this we bring together people and expertise, linking patient experience, research, policy and practice. We do this by supporting research into effective vaccines, diagnostics and treatments. We share results of the research with the public, health care professionals and research networks to raise awareness of what they can do to increase personal, family and community protection, optimise treatments and strengthen health systems.

We provide direct support to people and families affected. We believe that working in partnership the knowledge, experience, skills and finance available from the private sector are essential to achieving long term and sustainable impacts. We fundraise, inform and educate.

Over nearly 30 years we have played an instrumental role in helping to reduce death and disability from meningitis and septicaemia wherever it exists. To achieve this our incredible supporters have enabled us to fund research in the UK, Europe, North and South America, Sub-Saharan Africa, and Australasia.

With a drive to continue ongoing work in the UK and Ireland whilst growing our international presence significantly, we are about to embark on a new phase of development for the charity. We believe there has never been a more exciting time to join our team.

We value imagination, effectiveness and productivity in our work and provide an encouraging environment for enthusiastic, dedicated professionals to grow. We reward with good working conditions, competitive salaries and terms and conditions, respect and equal opportunities

# Job Description – Senior Donor Support & Development Officer

## Context

We exist to defeat meningitis, this role within the fundraising team is to encourage and support individuals, groups and companies who share our vision, helping them plan, organise and run their own fundraising events.

We are seeking an enthusiastic person who will inspire others to take action, build relationships that last and ensure that income from support fundraising events is maximised

In return you will learn about an international charity, who it supports, and a range of its activities. You will be working with a lively, friendly and varied team and develop understanding of charity fundraising techniques in general.

## Reports to

Reports to the Senior Fundraising Manager working closely with the Data and Insights Manager, Membership and Support Manager, Fundraising and Communications teams.

## Responsibilities

**Key Tasks**

**Fundraising Development**

* Work with the Head of Fundraising and Senior Fundraising Manager to inspire supporters to take new or repeat action.
* Encourage participation in appropriate national events and other fundraising initiatives.
* Work with the Senior Fundraising Manager to develop new fundraising resources.
* Support the Senior Fundraising Manager in the design and development of new fundraising products or initiatives.
* Work with the Fundraising Administrator to deliver a hybrid raffle product.
* Identify opportunities across the fundraising team.

**Fundraising Support**

* Deliver agreed income & net targets for donor-led fundraising events.
* Ensure fundraisers receive appropriate levels of support to meet and exceed income targets.
* Ensure community supporters receive resources, funding packs and access to online information on time.
* Maintain regular donor communications to support, motivate and inspire fundraisers.

**Fundraising Administration**

* Act as a first point of contact for the fundraising team. Respond to inbound enquires by phone and email.
* Ensure postal donations are appropriately acknowledged using engaging thank you letters.
* Work with the Database team to ensure high level online donations are appropriately acknowledged.
* Monitor fundraising stock levels and work with the Fundraising Administrator to liaise with suppliers for fulfilment.
* Manage office volunteer on a day to day basis.

**General, Personal & Developmental**

* Monitor progress against targets and plans, and prepare regular reports.
* Contribute to internal newsletters and supporter communications.
* Identify and recommend own training requirements.
* Support and work with other members of staff, as required.
* Any other tasks, as requested by Head of Fundraising, or Chief Executive.

# Person Specification

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|  | | Essential or Desirable |
| Knowledge and Skills | Ability to establish and maintain good working relationships with people from a wide range of backgrounds and to communicate at their level | E |
| Good organisational and administrative skills, able to prioritise and juggle multiple tasks | E |
| IT literate. Able to use MS Outlook, Word and Excel quickly and efficiently | E |
| Excellent written communication skills | E |
| Numerate – able to understand and manage financial information | E |
| Understanding and experience of working with databases | D |
| Experience of working in a fundraising context and of fundraising processes and tools | D |
| Attention to detail | E |
| Personal Attributes | Excellent oral communication skills and a confident, outgoing telephone manner | E |
| Self-motivated and able to work on own initiative | E |
| High levels of integrity and respect for confidentiality | E |
| Organised and able to prioritise own workload | E |
| A team worker, able to build positive relationships, be supportive, and remain calm and confident | E |
| Good listening, sensitivity and empathy skills | E |