

**DIABETES UK**  
KNOW DIABETES. FIGHT DIABETES.



**COMMUNITY FUNDRAISING  
COORDINATOR**

# WHO WE ARE

**For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2, our work has never been more needed.**

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do. And you can be part of it.

We're a really diverse bunch and we recognise and respect your value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best UK Charities to Work For, and one of the top 75 Best Large Companies in London.

We're committed to protecting and promoting the welfare of children and adults at risk, and we need our staff and volunteers to support this.

**Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.**



# JOB DESCRIPTION

Role title: Community Fundraising Coordinator

Contract type: Permanent

Hours: 35 hours per week

Band: 7

**Key relationships (internal and external):** Internal - the wider Community and Events Team, Regions and Nations, Volunteering Teams, Media team, Volunteers. External - individual supporters, organisations, local media, general public, staff at other charities

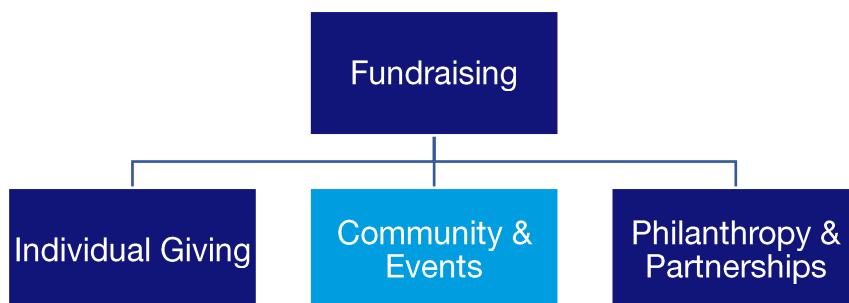
**Key focus of the role:**

To provide professional, timely and effective fundraising and administrative support to the Community Fundraising team and provide supporter stewardship to maximise income generation.

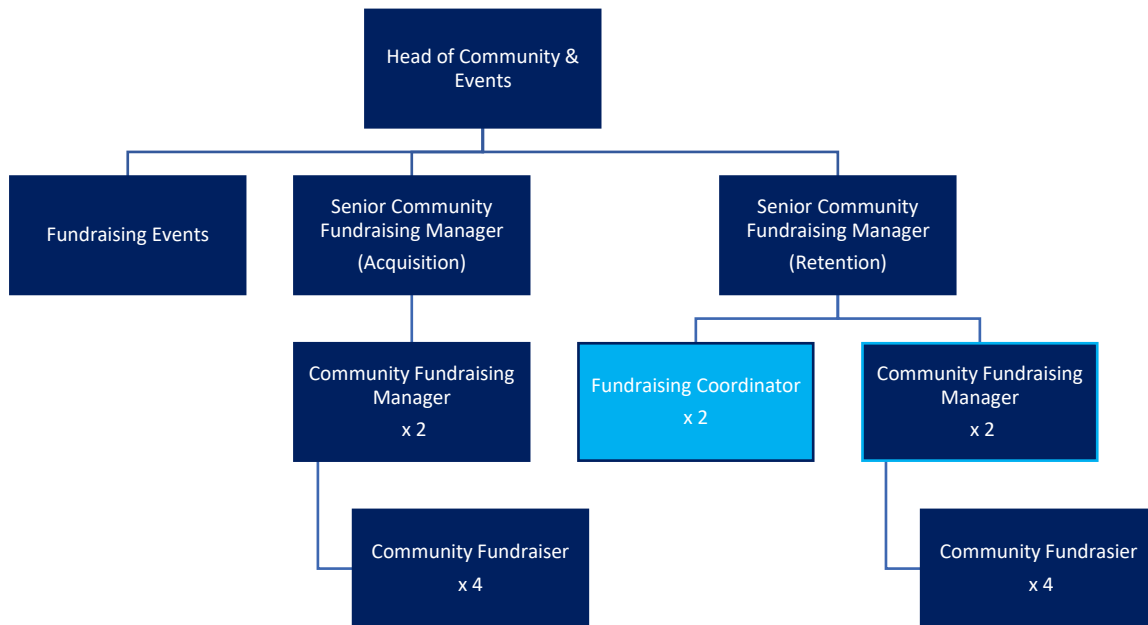
The post holder will also be responsible for management of their own supporters, as well as maintaining & optimising all fundraising administrative systems and processes for community supporters.

## Directorate and team

This role sits in the [Community & Events Team](#) in the [Engagement & Fundraising Directorate](#)



## Role and reporting line



## Main responsibilities

- Act as first point of contact for all community fundraising enquiries and respond in a timely and efficient manner.
- Deliver an excellent supporter experience which inspires and mobilises long term support.
- Develop a working relationship with the team of Community Fundraisers and Managers to support them in their roles.
- Assist with the tracking and measurement of income and expenditure so that progress of our fundraising activity can be monitored and optimised throughout the year.
- Manage supporter contact information using our database, ensuring information is up-to-date, essential data is captured and recorded and meets organisational guidelines and GDPR regulations.

## Person specification

All jobs at Diabetes UK are based on our competency framework called the What-How Framework. In the following sections we've listed:

- The key activities you'll undertake (the What) and

- The skills, knowledge, experience and behaviours you need to be successful in this role (the How)

**You will be able to:**

- Provide excellent support to the Community Fundraising team.
- Work effectively with colleagues across the organisation to ensure all responses to queries are timely and accurate.
- Effectively project manage your own pool of supporters and work to key performance indicators.
- Communicate clearly as the first point of contact for all supporters and enquirers, showing an ability to steward and sign post all customers in a way which encourages long term engagement.
- Respond to queries via a range of channels, from phone and email to social media moderation.
- Maintain and optimise systems and processes, such as fulfilment, stewardship and on the day activity which support the team to meet income targets.
- Ensure accurate supporter records and communications are recorded and maintained in adherence to Data Protection and GDPR.
- Identify opportunities to collect and share supporter stories which bring our events and supporter experiences to life.
- Liaise clearly and effectively with external agencies, such as, third party fulfilment houses and online giving companies.

**You will have experience in:**

- Experience in asks relating to administration, team support and customer experience, preferably within the non-profit sector.
- Experience of working in a hybrid role, a self-starter who is comfortable managing a busy workload and being able to prioritise their diary.
- Experience in relationship building, or customer service, with emphasis on keeping repeat customers.
- Experience working with a range of audiences, from individuals to companies, with ability to tailor your communication accordingly.
- Experience of supporting a busy team with diverse and competing demands.

Diabetes UK is committed to fundraise in a way that is legal, open, honest and respectful and expects all staff and volunteers to share this commitment. We are registered with the Fundraising Regulator and you will be expected to adhere to the Code of Fundraising Practice.

**You will have skills in:**

- Seek solutions to improve a supporter's experience with Diabetes UK, always putting the supporter first.
- Use the database proactively to manage supporter relationships.
- Respond clearly and promptly to enquiries from the supporters through a variety of communication channels and provide an exceptional level of supporter care.
- Listen to the ideas and skills of others, in identifying how to improve delivery to your work.

**You will have knowledge:**

- Of best practice in managing supporters to maximise income growth, or exceptional customer service to foster loyalty.
- Of using a CRM Database (or equivalent) to keep supporters records up to date and accurate.
- Of digital fundraising and registration platforms to manage events and supporter stewardship journeys (desirable).
- Of charity law and fundraising regulations (desirable).

**The best person for this job will be (behaviours):**

- You have strong interpersonal skills which you can put into practice with both external supporters and internal colleagues across Community Fundraising and the wider organisation.
- You are motivated by building relationships and achieving income growth for the charity you are part of.
- You are proactive in a high performing working environment by being enthusiastic and willing to learn.

**Qualifications/professional membership (if applicable):**

N/A

# BENEFITS

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with the benefits we offer you.



## **Annual Leave**

We want to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



## **Connected Working**

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



## **Pension**

We enrol everyone into our pension, and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



## **Healthcare**

Our cash healthcare plan allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



## **Learning and Development**

We help you to continually develop and achieve your careers goals, including offering a wide range of training, which happens throughout the year.



## **Gym membership**

We have a gym membership discount through our cash healthcare provider. You can use this at a wide variety of gyms around the UK.

## Get in touch

Email [recruitment@diabetes.org.uk](mailto:recruitment@diabetes.org.uk)

Call **0345 123 2399**

Visit [diabetes.org.uk](https://diabetes.org.uk)

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

