

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: 4-month FTC with possibility to extend

Hours: 35 (full-time)

Band: 7

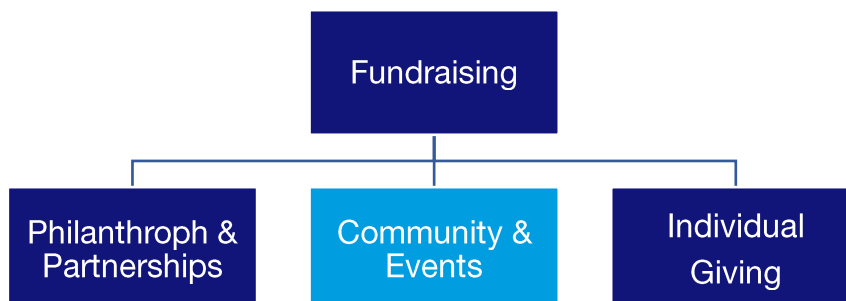
Key relationships (internal and external): The wider Community & Events Fundraising Team, Regions and Nations, Volunteering, Media, Volunteers, Individual supporters, Organisations, Local Media.

Key focus of the role: To provide professional, timely and effective fundraising and administrative support to the Community Fundraising Team and provide excellent supporter stewardship to maximise income generation.

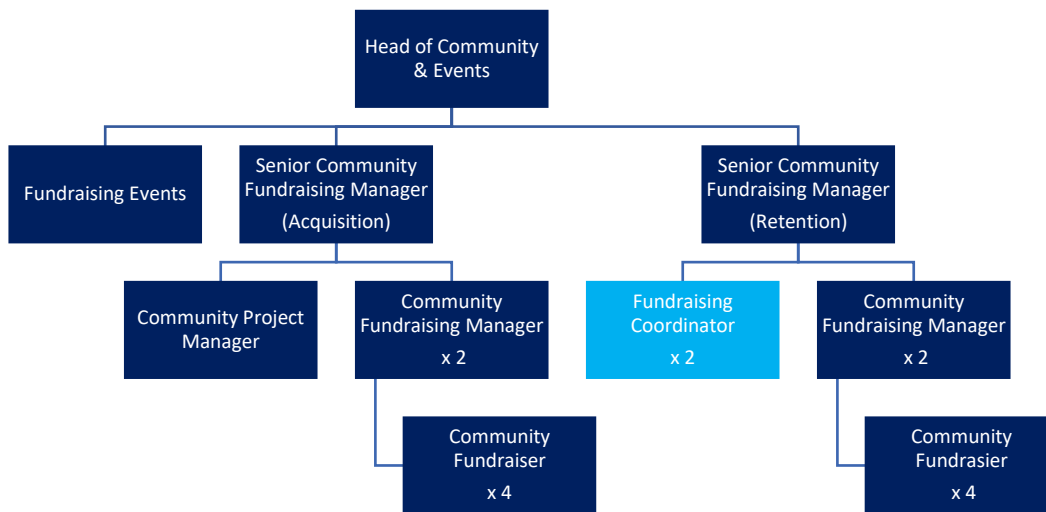
Directorate and team

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

Department



Role and reporting line



Main responsibilities

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.

You will:

- Act as first point of contact for all community fundraising enquiries and deliver an excellent supporter experience which inspires and mobilises long term support
- Develop a working relationship with the team of Community Fundraising Managers to support them in their roles
- Provide administrative support to the wider Community Fundraising Team
- 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 by being our supporters and volunteers first point of contact through email and phone.
- 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 signpost all supporters 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 supporters stories which bring our 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:

- Providing excellent customer service and building relationships.
- Experience of providing administrative support to a busy team with diverse and competing demands.
- Experience of managing competing deadlines, organising your time effectively and prioritising workload.

You will have skills in:

- Providing excellent customer service, to maximise all income generating opportunities. Ensuring that supporters are stewarded efficiently and correctly through the various necessary touchpoints.
- Demonstrating a strong commitment to customer care/relationship development, and to team processes.
- A strong ability to manage multiple competing deadlines, organising your time effectively, creating work schedules, prioritising workload, and meeting deadlines
- Providing a busy team administrative support with diverse and competing demands
- Developing a working relationship with the Community Fundraising managers attending meetings where necessary, ensuring supporters are passed over in a timely and efficient manner.
- Effectively communicating with colleagues and customers in a professional manner, demonstrating high standards of written and verbal communication
- Proactively contributing to a positive, high performing working environment by being enthusiastic and willing to learn in a fast-paced team.
- Understanding and always seeking to communicate using Diabetes UK's tone of voice in verbal and written communication

You will have knowledge:

- How to support a busy team with competing deadline and priorities
- How to manage and prioritise your own workload
- How to provide an excellent customer experience to supporters

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

It is not expected that you will have experience of working in a fundraising team (although this is beneficial), but you will be keen to learn and have a passion for providing supporters an excellent experience when fundraising for Diabetes UK.

Qualifications/professional membership (if applicable):

None applicable

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.

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 benefits we offer you.



Annual leave

We want you 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 that 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 career goals, including offering a wide range of training which happens throughout the year.



Gym membership

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

Get in touch

Email recruitment@diabetes.org.uk

Call **0345 123 2399**

Visit diabetes.org.uk

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

