

COMMUNITY FUNDRAISER (WALES)



DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

DIABETES UK
PO BOX 1000000, POOL VALE, WYOMERSLEY, LEICESTER, LE19 9FJ

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.

Tackling inequality is part of our mission, and we're committed to being a diverse and inclusive organisation, for all of our people and volunteers. We have a friendly and inclusive culture, with a range of staff networks and ways to get involved. You can find out more about our approach to equity, diversity and inclusion in our strategy here [EDI Strategy Branded version 22 March 2023.pdf](#).

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 Fundraiser (Wales)

Contract type: Permanent

Hours: 35

Band: 6

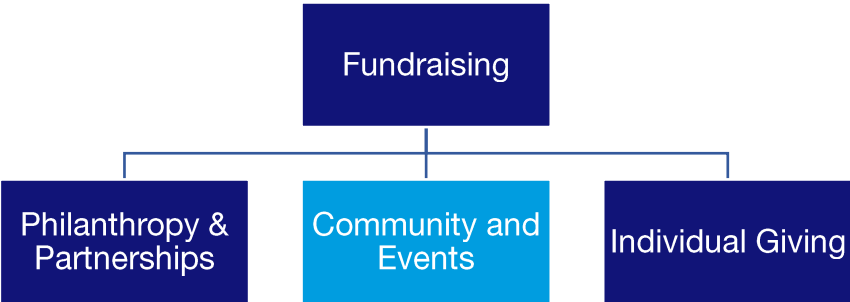
Key relationships (internal and external): Community and Events, Regions and Nations, Volunteering, Diabetes UK Volunteers, Individual Supporters, Community Groups, Local Corporates, Local Media

Key focus of the role: To increase contributions of individuals, groups and companies by developing and maintaining relationships with new and existing supporters in the Wales region. You will also be responsible for exploring new fundraising opportunities, inspiring more people to raise money for Diabetes UK, and achieving significant income growth for your region.

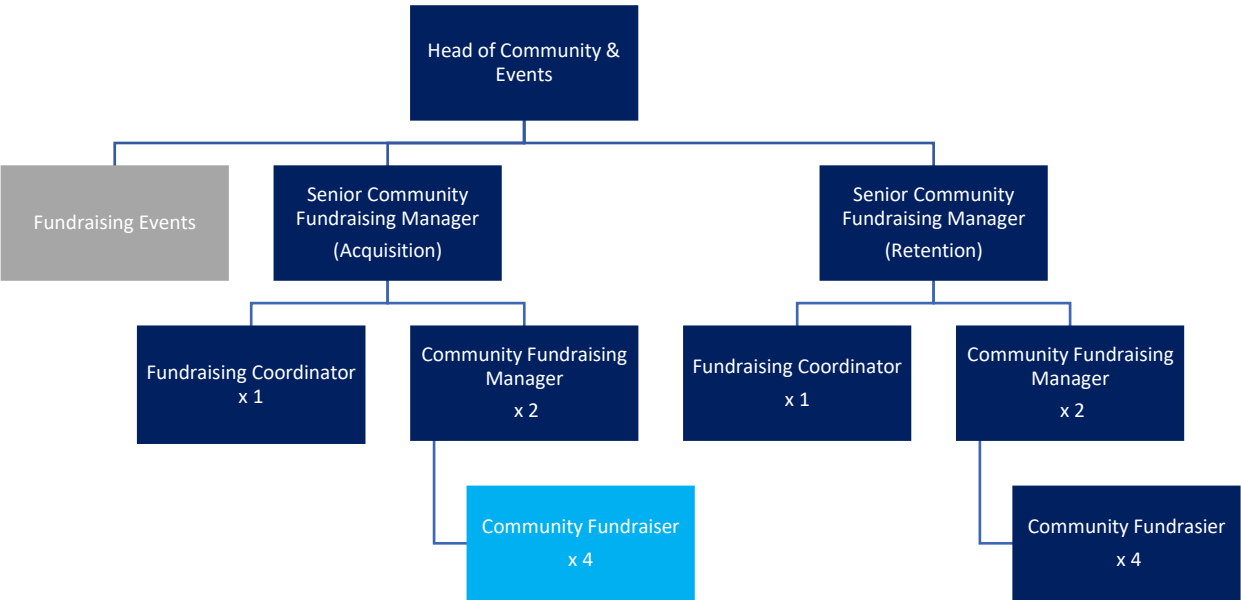
Directorate and team

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

Department



Reporting Lines



Person specification

All jobs at Diabetes UK are based on

- The key activities you'll undertake and
- The skills, knowledge, experience and behaviours you need to be successful in this role

You will be able to:

- Manage supporter relationships with a value of £500+ to maximise income and other local opportunities.
- Seek out and respond to fundraising opportunities in your region, as and when they happen. This includes building a proactive pipeline of potential donors that will add growth to your region.
- Support any third-party events within your region, providing excellent stewardship to maximise fundraising and build long-lasting supporter relations.
- Tailor and write communications for a variety of audiences, including volunteers, corporates, schools, and community groups.
- Provide an exceptional level of supporter care, resulting in long-term relationships with Diabetes UK.
- Communicate effectively via phone, email, mail, face-to-face and digital channels e.g. social media.
- Participate in project groups and workstreams to ensure your work at a regional level aligns to the Community Fundraising and Organisational strategies.
- Form positive relationships with the Wales team, the National team and Volunteering teams to promote regional fundraising initiatives and encourage collaboration.
- Collaborate with the Events team to maximise opportunities to cross-promote fundraising activities and drive income higher.
- Keep abreast of community and sector trends, and your own local opportunities.
- Commit to continual self-development and learning appropriate to the role.
- Maintain knowledge of the latest charity law and fundraising regulations.

You will have experience in:

- The non-profit sector, with a minimum one years' experience at Assistant or Coordinator level, preferably within Community fundraising.
- Working in a home-based role, a self-starter who is comfortable managing a busy workload and able to prioritise their diary including regular travel to meet supporters.
- Relationship building, particularly gaining support or interest from new audiences.

- Working with a range of audiences, from individuals to corporate partnership opportunities, exhibiting the confidence to achieve and build new relationships.

You will have skills in:

- Being solution focussed, seeking solutions to improve a supporter's experience with Diabetes UK, always putting the supporter first.
- Creating persuasive presentations, applications and letters of support tailored to the appropriate audience.
- Being target driven, with experience working to budgets, income targets and Key Performance Indicators.
- Communication, to respond clearly and promptly to enquiries through a variety of communication channels and provide an exceptional level of supporter care.
- Active listening, to the ideas and skills of others to help identify areas to improve delivery of your work.
- Innovation, discovering new avenues for support and utilising the opportunity for growth.

You will have knowledge:

- Best practice in managing supporters to maximise income growth, loyalty, and opportunities for the organisation.
- Using a CRM Database to keep supporters records up to date and manage their supporter journey.
- Digital fundraising and registration platforms to manage events and supporter stewardship journeys.
- Charity law, compliance and fundraising regulations.
- Your region geographically and locally, and the opportunities for income growth within it.

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

I make change happen

- Solution-focussed, showing creativity in their thinking and being comfortable trying new things. As a Community Fundraiser, they will use this creativity to think of new solutions and opportunities that arise in our work.

- Passionate about the work we do to raise more money towards a world where diabetes can do no harm.
- Proactive, ensuring they spend their time and focus on the areas with the highest return, actively looking for opportunities to increase our income and improve ways of working.

I put people first

- Has strong interpersonal skills which are put into practice with both external supporters and internal colleagues across Community Fundraising and the wider organisation.
- Respects colleagues and is kind, seeing positive intent in those they work with.

I keep things simple

- Has a strong focus on productivity and cost effectiveness, keeping things as simple as they can be.
- Adaptable, able to make the most of new and unexpected opportunities. Resilient when things don't go to plan, learning and adapting their approach

I am driven to know more

- Curious about our supporters, the wider sector, and how we can improve and learn together.
- Seeks external insights to shape our future work and sees reality for what it is

Qualifications/professional membership (if applicable):

N/A

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.

Essential Criteria

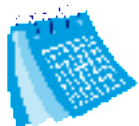
- Full UK driving license and access to a vehicle
- Based within Wales
- Willing to travel when needed to DUK offices (namely Cardiff, Warrington and London) as well as nationwide when needed (all travel expenses are covered).

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.



Our Networks

A range of active and supportive colleague networks such as the Pride network, Global Majority network and Women's network.



Early finish Friday

Early finish Friday and flexible working as part of our approach to activity-based working (not applicable to roles with fixed shift patterns).



Employee assistance programme

Employee assistance programme to give you support on any issues that come up in life.



Annual season ticket loan

Annual season ticket loan* (on completion of your probation period and if contract is permanent or longer than 12 months).



Cycle to work scheme

Cycle to work scheme.

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

