

Job Description

Job Title: Fundraising & Communications Coordinator

Pay/Grade: £24,000 pa FTE

Hours: 21 hours per week (occasional weekend and evening work may be required)

Holiday Entitlement: 25 days paid holiday plus public holidays pro rata

Managed by: Trustees of Bristol Baby Bank Bristol

Purpose of the job

To coordinate and oversee Fundraising and Communications activities for Baby Bank Network in order to raise the income needed to maintain and grow the service. To build and nurture relationships with existing and prospective donors, fundraisers and supporters and to implement a calendar of fundraising events and campaigns with the support of the charity's volunteers.

Job Outcomes

Strategy, planning and budgeting

- Oversee the implementation of the Fundraising & Communications strategies
- Monitor income and expenditure against budget

Coordination of Fundraising activities

- Plan and coordinate fundraising appeals, events and activities, working with and delegating to key volunteers to implement plans
- Recruit and manage volunteers to support fundraising activities where appropriate
- Organise and lead regular fundraising meetings with volunteers and relevant Trustees

Supporter care

- Primary point of contact for all fundraising and communications queries
- Provide excellent supporter care including thanking all donors and showing them the value and impact of their support
- Liaise with supporters who are fundraising for Baby Bank Network to ensure they have the right materials and support.
- Work closely with the Office Manager to arrange corporate volunteering days

Fundraising administration

- Management of collection tins, including distribution & collection of tins based in shops and counting the money.
- Fundraising administration duties including entering information into our supporter database, Donorfy (with support from our bookkeeper).
- Arrange printing/ordering of fundraising marketing materials.

Identify and secure new funding opportunities

- Research and get in touch with potential supporters, community groups, corporates and schools.
- Develop Celebration Giving opportunities

Support Grants & Trust applications

- Support the Trustee(s) as required to secure grant funding, including researching potential funders, gathering information and overseeing deadlines and reporting requirements

Communications activities

- Develop a communications strategy and plan which supports key objectives including; raising awareness and engagement with Baby Bank Network, encourages donations of items, supports fundraising activities and reflects the impact of people's support.
- Overseeing all social media activity
- Supporting the refresh of the website, working with relevant Trustee and pro-bono partner Ghyston
- Writing/Coordinating all regular newsletters (referral partners / Regular Givers / Volunteers etc)
- Build relationships with local media in order to raise the profile of BBN locally
- Work with pro-bono partner Editors for Impact to create compelling and relevant content and make effective use of this across fundraising and communications

Other

- Prepare Board updates on key Fundraising & Communications activities
- Perform any other duties requested by the trustees that are commensurate with the grade of this post.

Person Specification

We are looking for someone who can bring the following skills and experience to this role. If you fit most but not all of these criteria, please do still apply as we are happy to support training and development if required.

- Excellent supporter or customer care skills
- Excellent communication & organisational skills
- Excellent IT skills
- Knowledge and experience of social media platforms
- Excellent written communication and copy-writing skills
- Previous office experience or relevant experience
- Proven experience of relationship building
- Experience of working with volunteers
- Ability to work on own initiative as well as part of a team
- Ability to work well under pressure

Experience

- Experience of using a fundraising database e.g Donorfy
- Proven experience of having met/exceeded financial or otherwise targets in previous roles.

- Experience of working in a fundraising role or sales/customer facing role.
- Proven experience of providing high quality written material.
- Experience of building and maintaining strong relationships.
- Experience of working within a team and individually to achieve success.
- Experience of developing and implementing a stewardship programme for donors.
- Proven experience of writing successful fundraising appeals.
- Experience of managing a portfolio of fundraising events.
- Experience of managing Legacy and In Memory donations.

Skills and abilities

- Excellent computer skills and experience using a wide range of computer packages, including Microsoft packages.
- Excellent interpersonal skills, ability to liaise with people at all levels, on the telephone, face to face and in writing.
- Ability to carry out thorough research to keep-up-to date with new fundraising opportunities.
- Demonstrable initiative and determination.
- Excellent attention to detail and accurate record keeping.
- Ability to prioritise tasks and manage a busy workload.
- Good financial skills including setting, maintaining and reporting against budgets and KPIs, forecasting and analysis

Education/Training

- A-C GCSE grade English and Maths or equivalent
- Fundraising training / qualifications