



**Royal Star
& Garter**

Care with courage

Job description

Job title:	Community Fundraising Officer
Reports to:	Events & Corporate Manager
Department:	Supporter Engagement
Location:	Home based but with the ability to travel and engage with our central service locations
Hours:	Full time (35 hours)
Contract:	Two years fixed term

Purpose

1. To grow support from community fundraising and engagement, corporate partnerships and local groups to meet agreed income targets.
2. To deliver a programme of fundraising opportunities including challenge and participation events, local business partnerships, community group collections and activities and engagement opportunities across our Homes and locations.
3. To establish effective local relationships and community engagement that supports the promotion of our services for veterans and their families, meaningful volunteering opportunities and which help raise the profile of Royal Star & Garter and our new strategy goals.
4. To promote awareness and understanding of the military and veteran community, building relationships with Armed Forces groups, associations and local veteran networks.

Key responsibilities

Fundraising & planning

- To deliver fundraising income through effective engagement with community groups and organisations, local corporates, trusts, schools, faith groups, military organisations and veteran associations.
- To identify appropriate participation events that will inspire individuals and groups to get involved and to commit to raising funds to support our work and/or access our services, support, fundraising products and volunteering opportunities.
- To ensure an inclusive approach to fundraising events and that activity reflects the needs of our supporters including: running, walking, cycling and other challenges.
- To effectively evaluate all approaches for potential income and events and to organise time and support accordingly.
- To recruit a range of volunteers to help support, develop or run fundraising events/activity.

Stewardship

- To deliver excellent levels of supporter care to individuals and organisation with the aim of long-term retention.

- To create detailed donor journeys that reflect relevant needs with a focus on retaining support and ensuring they are given opportunity and information to inform wider engagement
- Establish excellent and appropriate written and verbal communication with all supporters including attending local events, networking, and visits.
- To deliver clear and impactful presentations on our work with a focus on wider community and beneficiary engagement.

General

- To work effectively with colleagues across all Central Services teams, Homes and other locations, ensuring a collaborative approach to community engagement particularly around our services and volunteering.
- To maintain & promote the keeping of accurate records, tracking income and engagement, contributing to KPIs and monthly reporting fully utilising the functions of our CRM and other centralised data systems.
- We have an inclusive approach to the administration and expect all team members, regardless of level, to be responsible for identifying and effectively managing this aspect of their work.

Other

- To act as a representative of Royal Star & Garter at agreed events and activities, this will involve travel and flexible working.
- Aware of relevant fundraising legislation, guidelines of the FRSB, CIOF and GDPR, implementing these wherever necessary.
- To undertake other duties as required and which are consistent with the nature of this role.

Person specification

Essential experience

- Demonstrable experience of delivering and supporting effective and engaging fundraising events, partnerships and relationships ideally within the local community.
- Strong project management and supporter stewardship skills, with the ability to undertake effective analysis and evaluation.
- Able to develop compelling communications that inspire supporters, leading to increased donations and long term engagement.
- Can work effectively with other teams including the co creation of events and the design and delivery of effective on and off line content.

Desirable

- Awareness or understanding of the Armed Forces community and the issues affecting veterans, with the ability to engage confidently with military groups.

Skills & behaviours

- Excellent IT including MS 365, Teams and associated packages (Word, Excel, PowerPoint), familiar with remote work settings and with the ability to embrace the benefits of AI.
- As a self-starter, able to plan and prioritise a varied workload delivering projects to a high standard and to meet agreed deadlines.
- Experience of working on own initiative, embracing flexible (including out office) hours, remotely and with a willingness to undertake travel.
- Demonstrable commitment to our values, bringing enthusiasm for our work and a commitment to our new strategy goals and ambitions to reach more veterans and their families.

We are a values based organisation and strive to demonstrate this in all we do:

With love	We carry out our work with love, care and compassion
Living positively	We are optimistic in everything we do, supporting veterans & their partners in leading happy, fulfilled lives
As a family	We work and live as one team, one family, one community
Standing in their shoes	We show admiration and respect for people and never forget what they have done
Take courage	We are not afraid to do what's right and what is needed

We reserve the right to update and amend this job description to ensure it accurately reflects the role. This will be agreed in consultation with the job holder.