

Job description

Job title:	Community Fundraising Volunteer Officer
Team:	Community Fundraising
Location:	Remote – home with some travel including meetings in London
Hours of work:	37.5 hours
Contract:	Permanent, full time
Benefits include:	33 days (plus eight bank holidays) 8% employer pension contribution (Aviva) or access to continue NHS Pension Enhanced maternity, paternity, adoption, and shared parental pay Free health cashback plan Free employee assistance programme Learning and development commitment to staff Health and wellbeing commitment to staff
Reporting to:	Community Fundraising Manager
Direct report/s:	N/A

Background

Today, dementia is the leading cause of death in the UK. By 2025, more than one million people in the UK will be living with this often devastating condition. Millions of us will know someone living with dementia. Many will be directly affected it – as the incredibly difficult role of carer often falls to friends and family members.

Dementia UK is a values driven charity, providing specialist dementia support and advice for families through our Admiral Nurse service. Our nurses help people living with dementia stay independent for longer and support the people caring for them so that they will have the strength to cope with the bad days, and the energy to enjoy the good days.

We value our people so it's important for us to create a working environment that looks after our workforce, enabling everyone to achieve their full potential. You will become part of a diverse and dedicated team, working in an environment where you can collaborate, be respected and thrive.

Purpose of job

To coordinate the Volunteer Ambassador (VA) programme, delivering the recruitment, training and ongoing stewardship of our VAs alongside other members of the Community Fundraising team. This will include being first point of

contact for VAs, coordinating requests we receive for VA support – from both internal and external sources – and developing our volunteer recruitment campaigns and all induction and ongoing training resources.

Key accountabilities and responsibilities

Volunteer Recruitment and Training:

- Work with Community Fundraising Managers and Regional Fundraisers to develop and deliver effective recruitment campaigns using a variety of channels
- Work with Community Fundraising Managers and Regional Fundraisers to develop and deliver the induction programme and training for VAs, both virtually and in person

Stewardship

- Develop relationships with VAs, delivering excellent levels of supporter stewardship.
- Design and deliver multi-channel supporter journeys in collaboration with Regional Fundraisers
- Gather and collate feedback from VAs, ensuring insights are shared across the team to help maximise opportunities
- Coordinate the logistics of fulfilling incoming requests for VA time, both from internal requirements and those of our supporters.
- Plan and deliver VA meet ups along with the Regional Fundraisers

Stakeholders

- Work collaboratively across the Fundraising and Engagement Directorate to promote products, events and campaigns to supporters across the region.
- Represent the charity at supporter events, often involving networking and delivering presentations.
- Collaborate with the Digital Marketing team to manage volunteer content on website and social media channels.

Reporting

- Providing accurate and timely reports on Volunteer Ambassador engagement
- Produce regular reports on marketing, activities and stewardship performance; monitor financial and non-financial KPIs.

Compliance

- Maintain accurate supporter database records in compliance with Dementia UK's policies and processes.

- Ensure confidentiality and best practice is adhered to throughout all work in line with Dementia UK policies and procedures.
- Adherence to the Fundraising Regulator Code of Conduct.
- Maintain effective relationships with agencies and suppliers and report on their compliance and best practice.

General

- a) Actively promote the core values of Dementia UK whilst working towards achieving the strategic objectives of the charity.
- b) Have a strong working knowledge of Dementia UK's vision, mission and impact.
- c) To undertake all duties in line with the Dementia UKs policies, procedures and regulations ensuring that the work undertaken actively promotes equality, diversity and non-discrimination.
- d) Undertake any other duties related to the job purpose and which may necessary, as required.

This job description is not exhaustive and is subject to change in accordance with business need.

Person specification

Essential Qualifications, knowledge, skills, and experience			
Criteria	Application	Test	Interview
Experience of managing volunteers or experience working in relationship management	x		x
A clear understanding of working with volunteers			x
Experience of delivering successful presentations	x		x
Experience of planning and delivering projects	x		x
Experience of using databases	x		
Awareness of data protection legislation and Data codes of practice	x		

Desirable Qualifications, knowledge, skills, and experience		
Criteria	Application	Interview
Experience of delivering training to volunteers	x	x
Experience of organising and delivering events for volunteers	x	x

Personal attributes		
Criteria	Application	Interview
An enthusiasm and passion for working with volunteers	x	x
Excellent communication skills – in writing, face-to-face and over the phone	x	x
Excellent self-management and ability to prioritise a high and varied workload to meet tight deadlines	x	x
Adaptable, with a 'can do' attitude		x
Ability to develop effective working relationships with colleagues, internal stakeholders and external suppliers and partners		x
A flexible, proactive, and collaborative approach to problem solving, generating ideas and suggestions to improve performance and efficiency		x
Efficient and organised with strong administration skills	x	x
Excellent attention to detail	x	x
Excellent team-working skills and able to work collaboratively with other teams	x	x
Motivated to work independently from home	x	x

Our values

Compassion
Collaboration
Integrity
Ambition