

Job Description

Job title:	Fundraising Community Coordinator
Team:	Community & Events Fundraising
Location:	Remote - home
Hours of work:	18.75 hours
Shift pattern:	Thursday 2.15-7.30pm Friday 2-7.30pm Saturday 9.30am-2.30pm (week A) or 3.30-8.30pm (week B) Sunday 3.30-8.30pm (week A) or 9.30am-2.30pm (week B) (some flexibility possible)
Contract:	Permanent
Benefits include:	33 days (plus eight bank holidays) pro rata Pension - 8% contribution Enhanced maternity, paternity, adoption and shared parental leave Free health cashback plan Free employee assistance programme Learning and development commitment to staff Health and wellbeing commitment to staff
Reporting to:	Virtual Events 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 role

To support the virtual events team by managing the Facebook Groups for each event, ensuring our supporters receive an excellent experience. You'll be responsible for posting Facebook posts on the group (and thinking of your own engaging posts to support the Virtual Events Assistant), responding to posts, keeping the Facebook Group a positive space for our supporters, motivating them to complete the challenge and raise sponsorship for Dementia UK. You will also need to deal with any issues that arise on the group swiftly and effectively.

You'll be responsible for responding to any enquiries in our virtual events inboxes, providing administrative support to the whole team, acknowledging donations, and providing an exceptional experience to our event supporters via phone, email and Facebook. You'll become a Facebook fundraising expert.

Key accountabilities and responsibilities

Stewarding virtual event supporters via Facebook

1. Moderate our Facebook Groups for virtual challenges to ensure they are a happy, friendly place to be for our community of Facebook supporters
2. Engage with supporters' posts in the group, from answering questions, welcoming new members to helping create a supportive community
3. Post interesting/engaging posts in the group that help inspire the community, including scheduling posts ahead of time
4. Liaise with Facebook Champions to ensure there is engaging content already in the group before we go live with recruiting for registrations
5. Proactively create FAQs to help group members
6. Assist with the development of the supporter experience, including helping to improve fundraising resources and gathering case studies
7. Monitoring acquisition advertisements on Facebook and appropriately responding to comments

Administrative support

1. Be a point of contact for virtual event fundraising enquiries, responding within agreed timescales and ensuring excellent customer service
2. Coordinate administrative processes for the virtual events team including data entry, organising fulfilment of extra fundraising materials, acknowledging donations, writing up processes and keeping monitoring guides updated for each challenge

3. Support with updating photos and consents onto Dementia UK filing systems
4. Complete any other general administration that may be required by the Virtual Events Team

Compliance

1. Work at all times in compliance with the Fundraising Regulator's Code of Practice, Data Protection Legislation, all other relevant regulations, and Dementia UK policy
2. Maintain effective relationships with agencies and suppliers and report on their adherence to 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

Criteria	Application	Interview
Experience of following processes		X
Experience of building positive relationships, networking and/or customer service		X
IT literate with intermediate level Microsoft Office 365 applications including Excel, Word, SharePoint, Teams		X

Desirable Qualifications, knowledge, skills, and experience

Criteria	Application	Interview
Experience of using databases		X
Experience of managing a Facebook Group	X	X
Experience in an administrative or data entry role	X	X
Experience of working in fundraising in the nonprofit sector	X	X
Experience in customer support, ideally via email and phone	X	X

Personal attributes

Criteria	Application	Interview
Excellent organisational and planning skills with the ability to multi-task and prioritise workload and strong attention to detail	X	X
Excellent communication skills	X	X
Enthusiastic, energetic and adaptable, with a 'can do' attitude	X	X

Able to work effectively as part of a team		X
Ability to work under pressure	X	X
Enjoy being on Facebook and an advocate of social media	X	X
Have an active Facebook account: 1 year		X

Our values

Collaboration
 Compassion
 Integrity
 Ambition