



*Information, Counselling
and Caring for those with
Sickle Cell Disorders
and their families*

*Charity Reg: 104 6631
Company Reg: 284 0865
www.sicklecellsociety.org*

The Sickle Cell Society Fundraising & Database Officer Job Description

Are you ready to be a part of a dynamic force that's not just about words, but actions that create meaningful change? Look no further. We're creating real change for people living with the UK's fastest growing genetic disorder. Our team is seeing lots of opportunities to grow our impact, and we need someone like you to help us to make them a reality.

If you are interested in fundraising for a cause that is making real strides and getting people in power talking - and if you're looking for an opportunity to show the world what you can do, this might be the role for you.

We're a small but mighty charity, dedicated to supporting people living with sickle cell disorder, and we're seeking a passionate and results-driven Fundraising Officer to join our close-knit team of 9. We don't just dream of a better quality of life for those we serve – we actively campaign and make it happen.

If you're seeking more than just a job; if you crave the opportunity to be part of an organisation that is not only making waves but leaving a lasting impact, then your search ends here. Join us in our mission to turn compassion into action and be a vital force in our journey towards creating a brighter future for the sickle cell community.

Job Title:	Fundraising & Database Officer
Hours:	35 hours per week Monday to Friday
Salary:	£29,500 - £31,000 (Plus NI & Pension)
Contract:	Permanent
Line Managed by:	Fundraising Manager
Responsible for:	Supporting the delivery of the fundraising strategy as a whole with emphasis on Community Fundraising and CRM management. If necessary, extensive online training available to suit ability.

Location: The Sickle Cell Society, 54-56 Station Road, London, NW10 4UA – Flexible work considered with at least one day (Monday or Wednesday) at Head Office in Willesden Junction.

Job Purpose:

To assist the Fundraising Manager in the delivery of The Sickle Cell Society's (SCS) Fundraising Strategy and on-going development to achieve its fundraising priorities and targets. An exciting and varied role we are seeking a strong team player, and someone with the confidence and initiative to help develop and grow charitable income. The post holder will be someone with the enthusiasm to want to learn and get things done.

The post-holder will work closely with the Fundraising Manager, and wider team to provide an engaging supporter journey and timely, efficient donor care to existing and new supporters for the Society. Responsible for helping the team meet our agreed income targets; the post-holder will be keen on developing its Fundraising career and interested in expanding its use of CRM databases, data management and the production of reports for effective donor stewardship.

You will be responsible for the membership and donors' database (Raiser's Edge) keeping up to date and reporting back on results, whilst ensuring data compliance and implementation of data. You will be highly proficient in the use of business IT systems in particular Microsoft Excel to analyse data, and you will also have at least one year's experience, or equivalent, in producing detailed and insightful reports.

A natural self-starter, with a 'can-do' attitude, you will enjoy playing an integral role in supporting the Fundraising Manager with the on-going development and growth of fundraising across income streams such as: celebratory giving, challenge events, community fundraising and corporate payroll giving initiatives. You will also liaise with colleagues to identify fundraising opportunities that might arise through their project work. These opportunities might be fulfilled through volunteers.

The post-holder will be a confident communicator and collaborator with proven relationship building and creative and innovative fundraising skills. You will also support the development of our fundraising communications, monitoring performance across all channels driving best practice and income growth. You will generate and develop engagement through Facebook by producing e-marketing fundraising communications and be responsible for your own copywriting, including thanking our wonderful donors via the most appropriate communication channels.

This varied role will give you the opportunity to further your fundraising skills across a broad range of income generating activities as well as build strong, professional relationships to benefit the SCS' charitable objectives.

The post-holder will also be proactive seeking out new initiatives and market trends in fundraising across the UK charitable sector.

About the Sickle Cell Society (SCS)

The Sickle Cell Society (SCS) is the only national charity in the UK that supports and represents people affected by a sickle cell disorder. We provide information, advice and support to enable people to improve their overall quality of life. Approximately 15,000 people in the UK have a sickle cell disorder. These inherited conditions predominantly affect people of Black African and Black Caribbean heritage; and to a lesser extent people of Mediterranean, Middle Eastern, South Asian and Central/South American

heritage. This inherited blood condition causes the collapse (sickling) of red blood cells, reducing their capacity to carry oxygen around the body. This causes acute anaemia and extreme pain as cells cannot pass freely around the body. Regular blood transfusions are often required to keep people well. A high proportion of our client group also suffer disability relating to stroke, or damage to vital organs which can lead to organ failure. We assist and enable people living with SCD to realise their full potential whilst successfully managing the challenges they face in living with this potentially life-limiting condition.

We are a small, friendly and closely knit team of 12 skilled and highly committed staff (9 part-time / 3 full-time) and over 30 active volunteers. As such we are really seeking someone with a 'can-do' attitude who is passionate about using their common sense, initiative, knowledge and fundraising skills to help our Fundraising Manager to fulfil our fundraising strategy and promote growth.

Key Responsibilities:

1.1. Individual Giving

- Support the Fundraising Manager to develop and implement our supporter journey and donor cultivation plan;
- Process all offline cash and cheque donations;
- Ensure all donors are thanked quickly and appropriately;
- Send out GiftAid declaration forms and process GiftAid claims;
- Promote one-off appeals, payroll giving, regular giving, In-memoriam giving, tribute fundraising and legacy giving;
- Manage, promote and administer external donation tools and partners such as Blackbaud, payroll giving and text donation.

1.2. Community Fundraising

- Support the planning and implementation of a series of new fundraising activities, events and collections, both within London and regionally. Attendance to some of these events might be required
- Be aware of community fundraising events organised by third parties and/or identify how SCS can best support such events;
- Provide timely information, advice and materials in response to enquiries from fundraisers (inc individuals, schools, churches, corporates etc);
- Manage places in sponsored events and provide on-going support to event participants (including the London Marathon);
- Maintain up to date information online and through social media on event and activity opportunities, working closely with our Comms & Social Media Officer;
- Work with our Comms & Social Media Officer to promote fundraising activities and events as well as provide encouragement, support and thanks to fundraisers, (through all applicable online and offline communication channels);
- Manage, promote and administer external fundraising tools and partners such as JustGiving.

1.3 Corporate Fundraising

- Support the Fundraising Manager and CEO to maintain and develop relationships with existing corporate supporters through attending events, planning engagement opportunities and administration of communications.
- Work with the Fundraising Manager to identify opportunities for new corporate relationships.
- Take the lead on a portfolio of corporate and stakeholder relationships, as agreed with the Fundraising Manager.

1.4 Trusts & Foundations

- Support the Fundraising Manager to ensure our consultants have access to latest impact data, personal stories and other relevant project information for the development of grant applications.
- Ensure timely printing, signing and submission of all grant applications and ensure all T&Cs are followed for successful grant applications and project leads are aware of reporting requirements etc.
- Develop and submit applications to smaller trusts and coordinate funding bids with our grant fundraising consultants.

1.5 Membership

- Support the Fundraising Manager and Communications and Social Media Officer to develop communications materials for member emails and social media posts.

2.0 Communications and Record Keeping

- Ensure all donor and supporter records are kept up to date on our CRM database (Raiser's Edge);
- Co-ordinate and maintain all systems and record keeping relevant to the fundraising function, ensuring that confidential files are secured at all times;
- Support the Fundraising Manager to ensure all fundraising literature is up to date and relevant;
- Support the Fundraising Manager to design and order fundraising and awareness literature and promotional materials e.g. for fundraising packs;
- Ensure that all fundraising enquiries by telephone and email are responded to quickly and appropriately;
- Build effective and long-lasting relationships with donors, fundraisers and volunteers. Work with the Fundraising Manager to support effective relationship management with key supporters and other stakeholders;
- Present clearly and effectively to all donors, fundraisers, trusts and foundations and corporates on the charities objectives and achievements;
- Contribute fundraising articles for the quarterly newsletter;
- Support the development of fundraising information for the production of the charity's Annual Report.
- Brief fundraising volunteers on their roles and ensure they have relevant and up to date information to support their role/s;
- Liaise regularly with Volunteer Lead, and fundraising volunteers, and support their on-going engagement and motivation, e.g. contribute narrative on their fundraising activities to volunteer web-page or digital newsletter.

3.0 Database Management and Reporting

- To process all income received by the Sickle Cell Society and to thank the supporters within a 5-days timeframe.
- Keep up to date with Blackbaud/Raiser's Edge developments and attend training sessions as required to enable them to lead on how the database is used and best practice.
- To scope out Raiser's Edge CRM capabilities and make recommendations on how to improve current processes in order to effectively use the database.
- To scope out Raiser's Edge capabilities and make recommendations on how to set up new processes in order to evaluate the performance of each cohort, channel and fundraising activity on monthly basis.
- To carry out segmented data selections to support fundraising activities.
- To assist on the production of Gift Aid Claims.
- To produce detailed and insightful fundraising reports that reflect fundraising performance on a monthly basis and inform agile resource allocation or corrective action.

- You will generate and develop engagement through Facebook and create appealing e-marketing fundraising communications with responsibility for your copy writing.
- Support the Fundraising Manager and prepare and deliver reports at the quarterly Fundraising Working Group Meetings;
- Support the Fundraising Manager to ensure timely reporting to all funders/donors
- Report progress at monthly team meetings.

4.0 Administration and General duties

- To provide administrative support to the Fundraising Team.
- Answer general telephone enquiries to SCS and deal with them quickly and appropriately and record information through internal monitoring processes;
- Represent SCS at meetings and conduct all work in a way which reflects the aims and objectives of the charity;
- Abide by SCS policies and procedures;
- Attend relevant training as agreed with the Fundraising Manager for your personal development;
- Undertake other duties as reasonably requested by the Fundraising Manager.

5.0 Other Responsibilities

- This job description sets out the key tasks and responsibilities. It is not intended to be comprehensive. It is essential that it should be regarded with a degree of flexibility so that the changing needs of the organisation can be met.