

## **Fundraising Admin Officer Job Description**

### **Safeguarding**

Guidance Hub requires employees to abide by its policies on safeguarding and promoting the welfare of vulnerable children and adults. An Enhanced Disclosure and Barring Services (DBS) (Previously known as CRB) check is required with this post. As well as this position being subject to a satisfactory enhanced disclosure, this job offer will also be subject to a minimum of two satisfactory references.

### **Values and Attitude**

Employees are expected to demonstrate the Charity's values by working positively as part of a team delivering vital high-quality services to clients to create a culture where all are valued and encouraged. In return, Guidance Hub will offer you support, training and development and the best resources that we are able to provide to help you give your best in your work with us.

### **Job Description**

We are currently looking for outgoing individuals with great communication and people skills to join Guidance Hub as Fundraising Officers. You must be proactive and innovative with fundraising initiatives to secure income from a variety of streams. You will be responsible for the organisation of fundraising activities. This is a proactive role which includes raising the profile of the charity to the community and potential funders.

### **Duties**

- Engaging with Guidance Hub Donors
- Handling customer enquiries via telephone and email in a warm and courteous manner
- Generating funding through telephone donations
- Arranging street collections and Mosque collections
- Managing pledges made by donors
- Increasing the volunteer base
- Facilitating challenges, walks & fun days
- Creating online fundraising campaigns
- Appearing on Radio and TV campaigns
- Maximising donor retention
- Managing the Guidance Hub Membership Scheme
- Increasing Guidance Hub Members
- Distributing and collecting donation boxes
- Creating and managing income streams
- Utilising Social Media Accounts to generate income
- Managing on site initiatives to generate income
- Secure funding from grants and government initiatives

**It's essential for the candidate to have access to a vehicle.**

If you have the skills and enthusiasm required for this exciting opportunity, we would like to hear from you. Covering Letter and CV should be sent to [careers@guidancehub.org](mailto:careers@guidancehub.org) We are looking to interview immediately.

**Job title:** Fundraising Officer  
**Reporting to:** Centre Manager  
**Salary:** Competitive  
**Term:** Permanent 37.5 hours per week (*Flexible-working hours, weekend & evening work required*)

**Location:** Manchester, UK  
**Start Date:** Immediate

**General requirements**

- Have good communication skills, with the ability to communicate with management and centre users of different levels, which are transferable to both verbal and electronic
- Ensure that all responsibilities are undertaken in an effective and appropriate manner which meet the requirements of Guidance Hub in accordance with the Code of Conduct for Employees
  - Assist in other areas of the organisation when required
  - Seek to continuously improve in order that the Charity delivers the best possible service to residents
  - Participate in internal/external meetings and training
  - Participate in regular supervisions and annual appraisal
  - Ensure that all Guidance Hub's Policies and Procedures are always adhered
  - Work in accordance with Guidance Hub's culture, values, aims and objectives
    - Act as a positive ambassador for the Charity at all times
    - Positively contribute to the Guidance Hub team working environment, taking ownership of issues and supporting colleagues where appropriate
      - Undertake any other duties that may be required from time to time
      - This appointment is subject to the receipt of a satisfactory Enhanced Disclosure and Barring Service check and references.