

# Supporter Engagement Officer Information Pack

## Contents:

- Introduction
- Job Details
- Application and Selection
- Entitlement to work in the UK
- Job Description
- Person Specification
- Employee Benefits
- About Edinburgh Food Project

## Introduction

**This is a fantastic opportunity to join the fight against food poverty.**

We are looking for someone who is great with people, highly organised, and digitally savvy to help us end the need for foodbanks for good.

This is a varied and vital job at the heart of our small but growing team: you will be working on campaigns and appeals, supporting community events, looking after our corporate friends, keeping our database up to date, creating social media content, and getting involved at the frontline of fundraising.

For this role, attitude and enthusiasm are more important than experience. We will support the right person to build their skills and knowledge across our different fundraising streams as we grow them together.

You may have some fundraising experience, you may have customer service experience in retail or hospitality, or you may come from another background altogether and are looking to re-join the workforce or take your career in a different direction.

**We are looking for someone who is:**

**Well-organised**

**Helpful**

**Efficient**

**Kind**

**Enthusiastic**

**Problem-solver**

**Creative**

**Accurate**

**Confident**

**Adaptable**

**If you have questions after reading this pack you can arrange an informal chat with Fiona, our Fundraising Lead, by emailing [recruitment@edinburghfoodproject.org](mailto:recruitment@edinburghfoodproject.org) or calling 0131 444 0030.**

## Job Details

<b>Job title:</b>	Supporter Engagement Officer
<b>Reporting to:</b>	Fundraising Lead
<b>Direct Line Reports:</b>	None
<b>Contract Type:</b>	Permanent contract
<b>Hours:</b>	Negotiable*
<b>Work Pattern:</b>	Negotiable**
<b>Salary:</b>	£21,537- £23,460 full-time (pro-rata if part-time)
<b>Location:</b>	New Lairdship Yards, Broomhouse Road, Edinburgh, EH11 3UY

\*We are offering this as a full-time role but could potentially offer three or four days a week – please let us know if this is something you'd like us to consider.

\*\*The Supporter Engagement Officer will need to be in our offices at New Lairdship Yards, Edinburgh EH11 3UY at least two days per week. Our core hours are 9-5 Monday to Friday, but we are open to reasonable requests for flexible working.

## Application and Selection

Please send your CV to [recruitment@edinburghfoodproject.org](mailto:recruitment@edinburghfoodproject.org) together with a statement of **no more than three sides of A4 (12 pt font)** to tell us how you meet the person specification and why you are interested in working with us here at Edinburgh Food Project.

The closing date for applications is **9am on Monday 20 March**.

We will contact all applicants by Friday 24 March to let you know if you will be invited to interview or if you have been unsuccessful.

Interviews will be held in the **week beginning 3 April** and can be in person or online.

Competency-based questions will be sent out to candidates in advance of the interview together with timings and information about the selection panel.

There may also be one or two small tasks to complete in advance that will be relevant to the job.

## Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Edinburgh Food Project does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

## Job Description

**Purpose of the Role:** To support Edinburgh Food Project's fundraising through general administration and providing our supporters with an excellent experience.

### Responsibilities:

- Be the first point of contact for all fundraising enquiries
- Support people and groups with their fundraising efforts like runs, walks, bake sales, events – including helping them set up digital fundraising pages, providing information and encouragement, and attending events
- Thank supporters and make them feel valued – including sending timely emails, cards, certificates and other supporter communications
- Look after corporate supporters in Charity of the Year partnerships – organising volunteering opportunities, and helping them with their fundraising
- Create content across our social media platforms – both to raise funds and awareness of what we do
- Contribute to and help manage our appeals
- Help design leaflets, posters and certificates
- Track all donor engagements on our supporter database
- Look after our supporter database and other fundraising administrative systems
- Create occasional reports on donors, donations and appeals as requested by the Fundraising Lead
- As part of the Fundraising Team, make sure all fundraising activity complies with relevant fundraising regulations and data protection
- Any other reasonable tasks as requested by the Fundraising Lead or Senior Management Team

## Person Specification

### Essential:

- Strong communication skills – both in person and in writing
- Highly-organised with the ability to create, follow and manage administrative systems
- Digitally savvy with the ability to master multiple online systems, platforms and processes
- Creative and enthusiastic with the ability to spot opportunities and take the initiative

### Desirable:

- Specific experience of carrying out the tasks listed in the Job Description
- Full clean driving licence and access to a vehicle
- Knowledge of fundraising rules and regulations
- Experience and understanding of the voluntary sector
- Commitment to the aims and principles of Edinburgh Food Project

## Employee Benefits

### Holiday:

- 34 days annual leave including 9 bank holidays

### Pension:

- We offer a 4% minimum employer contribution up to a maximum of 8%

### Learning:

- Learning budget for training and conferences
- Relevant professional membership fees paid (e.g. Chartered Institute of Fundraising)

### Health and Wellbeing:

- Generous paid sick leave for both physical and mental health
- 1 week full pay during probation
- 4 weeks full pay, followed by 4 weeks half pay thereafter

### Family:

- Maternity pay – 16 weeks full pay, followed by 16 weeks half-pay
- Paternity pay – 5 weeks full pay
- Paid adoption and shared parental leave also available



## About Edinburgh Food Project

### Providing emergency food and vital support to people in crisis

The current cost of living crisis is worsening, with inflation at a 40 year high. Around 200 parcels of emergency food leave our foodbanks every week.

**That's 200 too many.**

#### What We Do:

Edinburgh Food project runs 7 Foodbanks across Central, East and North West Edinburgh which are each open up to three times per week:

Broughton

Pilton

Clermiston

Prestonfield

Craigmillar

South Queensferry

Grassmarket

People in crisis and at risk of going hungry are referred to us through over 200 different partners including social services and health workers. Food is donated by supermarkets, companies, and the general public, and is then sorted in our warehouse by our team of volunteers, before being organised into packs and distributed to those who need it.

**In 2022 we distributed over 156 tonnes of food.**

#### One Parcel, Three Meals, Three Days:

Each parcel contains enough for three balanced meals for three days and some snacks. We can provide parcels for vegetarians, people with intolerances, and 'microwave only' parcels for people who don't have access to full cooking facilities.

As well as food, people can also pick up toiletries, nappies, essential cleaning products and dog and cat food.

The parcels give immediate help in an emergency situation; reducing hunger and worry, and meaning people are in a better place to deal with the other issues that are facing them.

#### More Than Food:

In addition to these essential emergency supplies, people visiting our foodbanks can get help with other issues like housing, employment and health; helping break the cycle of poverty for good.

#### Money Advice Service:

We are working towards a world where there is no need for foodbanks. We run an FCA accredited money advice line with a team of specialist advisors who can help people access the benefits they are entitled to and manage their finances better.

*"The foodbank was there when we really needed it, it was an absolute lifeline."*