

SAMH Role Profile



Job Title: Community and Events Fundraiser

Job Family: Strategic and Business Development

Department/Service/Area: Fundraising

Reports to: Community and Events Fundraising Manager

Direct Reports: N/A

Role Summary

The post holder will maximise community and events fundraising income to meet or exceed income targets through the development of excellent local relationships, creating opportunities to give, and positioning SAMH as the charity of choice within the community.

Essential Duties and Responsibilities

- Provide high standards of support to SAMH supporters, building and managing effective and long term relationships (including over social media platforms) and deliver excellent supporter journeys.
- Identify, develop and analyse opportunities to maximise local fundraising income to meet or exceed income targets.
- Develop and manage a network of community support including organisations, individuals, local businesses, schools and groups.
- Grow participation and income for signature SAMH events and third party events, such as runs, cycles, swims and adrenaline events.
- Provide informative and engaging talks and presentations on the work of SAMH to a variety of audiences to raise awareness, build relationships and generate income.
- Ensure all community fundraising activity is targeted, planned and evaluated to meet team objectives.
- Attend third party community events, galas and fairs throughout the region to raise funds and promote the work of SAMH.
- Grow volunteer participation at events.
- Increase income via donation boxes and organised charitable collections at various locations across Scotland.
- Successfully organise and deliver fundraising events within your remit area and attend events as required.
- Contribute to the smooth running of a busy fundraising office, supporting the management of the fundraising mailbox and phone line, assisting with banking duties and posting of materials to supporters.
- Manage a range of public enquiries.
- Input and maintain information on the fundraising database (Raisers Edge).

Key Working Internal Relationships & Contacts

The Community and Events Fundraiser will be an ambassador for SAMH, developing positive relationships within the community, delivering the highest standard of supporter care. Productive internal relationships are required for this role, in particular with fundraising colleagues, the policy and campaigns team, communications and service staff.

Working Environment/ Special Circumstances

The post will be based in Edinburgh or Glasgow.

This post will require the ability and willingness to travel across Scotland, and may occasionally require overnight stays away from home.

The post holder will also be required to work evenings and weekends where required.

Experience & Qualifications

(essential or desirable)

Experience

- Demonstrable success in building effective relationships with people E
- Ability to demonstrate contingency planning skills relevant to this post E
- Experience in money handling E
- Experience in a customer focused environment E
- Experience of the voluntary sector and a fundraising setting D
- An understanding of and commitment to the principles of involving volunteers E
- Working to targets E
- Experience of successful project working E

Qualifications

- Good standard of education E

Knowledge & Skills

Knowledge

- Awareness of how to motivate and support supporters E
- Understanding of or interest in mental health issues E
- Understanding of fundraising principles and Codes of Practice D

Skills

- Excellent verbal and written communication skills, with the ability to communicate with a range of internal and external stakeholders, across different channels E
- Ability to build and maintain positive working relationships with a range of people E
- Excellent IT skills across Microsoft Office E
- Knowledge of the use of social media in a charity context E
- Experience of working with database is desirable D
- Must be highly organised, with excellent attention to detail, including the ability to work on own initiative and manage and prioritise workload E
- Clean drivers license E

Core Competencies and Commitment

At SAMH, our values underpin everything we do. We believe that everyone has the right to be treated with dignity, respect and equality. We believe that everyone is entitled to hope and choice and to achieve personal fulfilment.

These are the competencies that SAMH looks for and expects from staff who support the people who use SAMH social care services. These competencies enable SAMH to deliver its core purpose of mental health and wellbeing for all.

Employees are required to read and understand the role profile for their position and are required to comply with SAMH's policies, all laws, rules, regulations and standards of conduct relating to their position and report any suspected violations of conduct to my line manager. All employees should adhere to the SAMH values in all interactions with service users, customers and colleagues.

Recovery Focussed

Empathise, inspire and motivate others.

Deliver person centred and recovery focussed support to enable individuals to achieve positive outcomes.

Communication

Communicate effectively and professionally and contribute to the accurate recording and monitoring of all case and incident recording systems. This includes communications by email, by phone/text and other on-line methods.

Build and develop positive relationships with those who use our services.

Engage with a range of people from a wide variety of backgrounds.

Deliver a high standard/quality of work

Maintain the highest personal and professional standards. Work professionally and collaboratively with internal and external colleagues, those who use our services and members of the public and to meet the requirements of funders and regulators.

Undertake personal responsibility for conduct and work ethic in line with SAMH Code of Conduct, the SSSC Codes of Practice and other relevant professional standards.

Critical Reflection and Learning

Ability to reflect on own practice and learn from own experiences and those of others.

Develop skills and knowledge of theory and practice and understand where role fits within SAMH and externally.

Supportive of Equality and Diversity

Challenge inequality and stigma; recognise and respond to the barriers individuals and groups face within society.

Treat all people within SAMH (both staff and service users) fairly and with respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and/or sexual orientation.

Commitment to Health, Safety and Well-being

Understand, encourage and carry out the principles of integrated safety management; comply with SAMH Health and Safety Policy and Procedure; complete all required H & S training; take personal responsibility for safety.

Participation

Ensure the people who use our services have the opportunity to get involved in their support, their service, their community or in SAMH as an organisation.

Team Working

Ability to work as part of a team.

Service User Engagement

Develop, maintain and demonstrate a wide range of interpersonal skills when working with the people we support, including: open-minded, respectful, active listening, empathetic, promote independence, maintenance of confidentiality, honest, honourable in agreements and practices, appropriate body language, solution focussed, supportive and approachable, non-judgemental, pro-active, patience and resilience, professional approach.