



Job description

Job title

Relationship Fundraiser

Location

Glasgow with flexible working

Hours

24 hours per week

- Permanent
- Flexible working - we want to make sure that we find the right people to work in our team and we know that the traditional 9-5, five days a week doesn't suit everyone. So, we would love to hear from you if you feel you're a great fit for this role and would like to work flexibly. If you are the right person for this role, we'll find the right working approach for you.
- Occasional weekend or out of hours work will be required in support of fundraising events.

Salary £28,000 - £30,000 DOE pro rata

Reporting to

Head of Fundraising and Communications

Job purpose

The Fundraising and Communications team at Cerebral Palsy Scotland's purpose is to provide sustainable income, excellent supporter care and relevant communication and information for all internal and external stakeholders.

The Relationship Fundraiser will be the person who makes sure that everyone who gives to Cerebral Palsy Scotland, attends an event or fundraises for us has a great experience of being involved with the charity and understands the impact of their donations.

The Relationship Fundraiser is part of a small fundraising and communications team working to support all aspects of our fundraising, events and external communications. The post holder will lead all supporter care activities and stewardship, contributing towards achieving the team's annual income targets and ensuring donors have a positive experience of supporting Cerebral Palsy Scotland. They must have database management experience and exceptional attention to detail.

Main duties and responsibilities

- Work within the guidelines of the Chartered Institute of Fundraising best practice and the Fundraising Regulator code of practice.
- Plan and lead all stewardship of individual donors, working on fundraising campaigns both on and offline.
- Create and manage donor journeys and look after a portfolio of individual donors, major donors and legators, ensuring they are effectively thanked, recorded, and communicated with in way that is appropriate to each person.
- Grow the supporter base of the charity by identifying, researching and implementing new ways to approach potential supporters.
- Maintain and update the database and ensure all data is stored accurately and up to date.
- Keep accurate records of income.
- Manage Gift Aid claims and external giving platforms.
- Ensure that records are maintained, stored and archived to comply with current data protection and other fundraising regulation.
- Assist in the promotion, delivery and administration of fundraising campaigns including appeals, social media posts, newsletters and other marketing activities.
- Support pre and post-event administration and communications
- Maintain a knowledge and understanding of the work undertaken by Cerebral Palsy Scotland and its strategic objectives.
- Take individual responsibility for agreed objectives and targets.
- Organise own time and resources effectively and use initiative.

The Relationship Fundraiser will be required to undertake any further reasonable duties as required.

General

- Maintain a confidential, sensitive and discrete approach to personal, sensitive and organisational information.
- Contribute to a culture of equality and demonstrate a commitment to creating a genuinely inclusive organisation.
- Represent the organisation in a positive manner.
- Maintain the level of professional development and competence required to carry out this role and notify the organisation immediately of any circumstance that affects this.
- Adhere to and uphold Cerebral Palsy Scotland's mission, vision, social purpose, strategic aims and policies.
- Act with integrity and maintain the highest professional standards at all times.
- A flexible approach is required for the role, as additional, reasonable duties commensurate with the role and as agreed in advance with the Chief Executive may occur from time to time.
- Compliance with Cerebral Palsy Scotland policies.
- Act with integrity and maintain the highest professional standards at all times.
- Carry out other duties as necessary to meet the needs of the organisation.
- Commitment to the organisation's aims and values.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the postholder.

Person specification

	Essential	Desirable
Experience	<p>Experience of relationship management.</p> <p>Experience of managing a database and data.</p> <p>Excellent interpersonal and communication skills.</p> <p>Ability to work accurately and confidently with numbers and financial transactions.</p>	<p>Working in fundraising for a charity.</p> <p>Knowledge of fundraising information systems and databases.</p> <p>Experience of sales or account management.</p> <p>Experience of communications or marketing.</p>
Knowledge and skills	<p>Evidence of literacy and numeracy appropriate to the level of the role.</p> <p>Excellent interpersonal skills and the ability to represent the organisation effectively to a wide range of external stakeholders.</p> <p>IT literate including MS Office.</p>	<p>Creative writer.</p>
Personal attributes	<p>Friendly, outgoing and enthusiastic, quickly connecting with others and building relationships.</p> <p>Ability to work effectively and positively as a team member.</p> <p>Passion and a positive attitude.</p>	

	<p>Motivating, empathetic and persuasive communicator Works accurately with details within established standards and guidelines.</p> <p>Committed to own continuing professional development.</p>	
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