

Job Description

Fundraising Coordinator

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness. And that there is no 'one size fits all' approach to supporting people towards more positive and stable futures.

Our mission is to tackle the causes and consequences of homelessness through learning from lived experience; by delivering targeted services which focus on prevention, early intervention and support into a home; and by influencing changes in legislation and policy.

Our way of working is built on four core values, which are at the heart of all our work and decisions:

Compassion Respect Integrity Innovation

[Read more about us and our values](#)

1 Main Aims

This role is an essential part of our Relationships Team - incorporating Fundraising, Communications and Policy & Public Affairs. This is a rewarding role which is part of a collaborative, supportive and motivated team.

This role will nurture positive supporter relationships by providing excellent stewardship and engagement opportunities to increase support, helping to create a financially sustainable organisation capable of meeting its strategic ambitions for those we exist to support.

2 Areas of Responsibilities

Supporter Care:

- Be the first point of contact for all supporter enquiries and provide high levels of customer service, responding promptly, professionally and positively.
- Provide administrative support to the Relationships team as directed and be responsible for the accurate recording and processing of all donations; cash management including banking; and in ensuring supporters receive acknowledgements promptly.
- Responsibility for gift processing and recording of all gifts on our database.
- Ensure Gift Aid declarations are recorded on the database.
- Coordinate and distribute gifts received in-kind.
- Support the coordination of corporate volunteering and supporter visits across Cyrenians sites.
- Manage fundraising and event specific materials, conducting regular

inventories to ensure stock levels are appropriate to meet all planned activity.

- Ensure the timely and consistent input of supporter data in line with GDPR including, where appropriate, opt-in consent and Gift Aid declarations.

Supporter Development:

- Maintain and develop an existing portfolio of community groups and fundraisers who support Cyrenians through excellent stewardship.
- Support the development and delivery of a calendar of fundraising opportunities and sponsored challenges to raise income and awareness across individual and corporate audiences.
- Recruit and manage fundraising event volunteers as necessary.
- Be the main point of contact for all event participants and volunteers, ensuring effective and timely communications that deliver an excellent supporter journey and maximise fundraising.
- Facilitate requests for Cyrenians to attend or speak at fundraising events, and deliver community talks as appropriate.
- Provide support and advice to the wider team on developing and improving administrative systems and processes.
- Provide support to Relationships team colleagues in the collation and reporting of relevant information, particularly from our fundraising database, to report against funding targets and social outcomes/returns.

Fundraising Strategy:

- Work with the Fundraising Manager to support a strategic approach to community fundraising support.
- Keep up to date on charity fundraising events and activities e.g. by attending sector user group meetings and making recommendations to your line manager to benefit Cyrenians' own fundraising activity.

Other Duties

- Assist at fundraising events as required.
- To adhere to all Cyrenians policies and procedures; to adhere to and promote good practice regarding volunteers, confidentiality, Health & Safety of self, colleagues, volunteers and service users; and equality of opportunity.
- To undertake any other duties that may reasonably be expected to fulfill the role.

3 Person Specification

Knowledge and Experience <ul style="list-style-type: none">• Excellent customer service skills.• Well-organised with excellent admin skills.• Strong IT skills, including eTapestry or other supporter database.• Able to manage a varied workload to meet deadlines.• Strong digital communication skills.• Able to support and work well in a diverse team.• Experience of working within a busy fundraising environment.• Demonstrable experience of planning, managing and delivering a calendar of activity.• Patient and respectful of all people, whatever their background or presenting behaviour.	Essential Essential Essential Essential Essential Essential Desirable Desirable Desirable
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4 Terms & Conditions

Employer:	Cyrenians
Line Manager:	Fundraising Manager, Relationships Team
Reporting:	Report against work plan at regular support and supervision meetings.
Liaison with:	Fundraising and Relationships Teams
Workplace:	Edinburgh-based (Norton Park) with occasional travel to other Cyrenians sites. Hybrid working options are available.
Working Hours:	37 hours per week, including occasional evening and weekend work in relation to event support.
Annual Leave:	25 days plus 10 public holidays (pro rata)
Salary:	£25,101- £27,907 per annum (scale points 20–24)
Pension:	Auto enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
Driving license:	Desirable
PVG membership:	Not required

5 Closing Date and Interviews

Closing Date – 12 noon on Monday 29th April 2024.

Interviews – will be held during the week of 6th May 2024.

Please refer to our Recruitment Information leaflet for further information on completing and submitting your application form.

Further information can be found at www.cyrenians.scot