

**THINK  
Recruitment**

## Candidate Pack: Fundraiser



**Location:** Hybrid, with presence at any Change Mental Health office and regular travel across the country

**Salary:** £29,176 - £32,359 per annum

**Contract:** Permanent

**Hours:** Full time – 35 hours per week

**Closing date:** Midday Friday 5<sup>th</sup> June 2026



# Welcome from Jonathan Mitchell, Head of Fundraising at Change Mental Health

Thank you for taking the time to find out more about this role and about Change Mental Health.

I'm Jonathan Mitchell, Head of Fundraising at Change Mental Health, and I lead a small but committed team working to grow our income so we can reach more people, in more communities, with mental health support that works for them.

Mental health affects us all, whether directly or through the people we care about. Demand for support continues to grow, and the need for accessible, community-based mental health services has never been greater. Fundraising plays a vital role in making sure this support reaches the people who need it most, across Scotland.

At Change Mental Health, we believe everyone should have access to the support they need, when they need it. Our work is grounded in compassion, inclusion and respect, and those values guide how we work with the people we support and with each other.

We are looking for someone who brings energy, curiosity and a genuine interest in fundraising - someone who enjoys working with people and communities and wants to make a meaningful contribution through their work. This Fundraiser role is hands-on and varied. You'll work directly with supporters, volunteers, community groups and local businesses, helping people turn their motivation into real impact. You don't need to know everything on day one, but you do need to be open, organised and motivated to learn.

We are proud to be a values-led organisation that takes mental health and wellbeing seriously, for the people we support and for our staff. We want colleagues to feel supported, valued and empowered to contribute ideas, shape our future and grow in their careers. We know people do their best work when they feel trusted and given space to develop.

I hope that having read more about the role and our organisation you feel inspired to apply and would consider being part of the next chapter for Change Mental Health.



# Background on Change Mental Health and the Fundraising team

Change Mental Health is a leading national mental health charity providing unique support to people with severe and enduring mental ill health. With over 50 years' experience across Scotland, they believe people affected by poor mental health and illness deserve the highest quality of support in the community and that every person has the right to be valued and to share in the opportunities, challenges, and joys of everyday life.

The charity's goal is to change mental health services for the better: to make them more accessible, more people centred and of a higher quality. Change Mental Health want to do exactly what their name suggests; to change the stigma around mental health and mental illness, so that more people can access the support they need.



It's an exciting time to join the charity as they embark on a new strategic period, and the Fundraising team continues to embed and grow. The Fundraising team is small but mighty. The structure changed at the end of 2025 bringing in a more operationally focused and hands on Head of Fundraising to lead the team, as well as merging the Fundraising and Business Development teams under the leadership of the Director of Development. Between the Head, the Community and Events Manager and the Trusts and Foundations Manager the team delivers way above their size would suggest.



# Change Mental Health's mission and values

## Vision:

A future where no one needs to face mental illness alone.

## Mission:

To provide transformational support for people ensuring that everyone has access to the support they need, when they need it, and in a way which works for them. They seek to change society by changing attitudes, fighting stigma and influencing government to ensure a better quality of life for those affected by mental illness.

## Values

Their values reflect what Change Mental Health does, how they do it and why they do it.

These statements explain what each value means to the charity, in what they do as an organisation, and how they act as colleagues:



- **Courage and Commitment**  
We face challenges head on and speak out when we see injustice
- **Dignity and Compassion**  
We care for our staff and the people we support. We recognise human beings as complex and unique. We reach out to others and show kindness.
- **Leadership**  
We innovate. We are the first to won rescue and that of others. We do the difficult things. We work in and build partnerships with others.
- **Lived Experience**  
We are driven by the lived experiences of the people we support and work with. We are committed to person centred approaches and meaningful participation.
- **Integrity**  
We do the right thing. We are transparent, open and honest.

# Background on the Fundraiser role

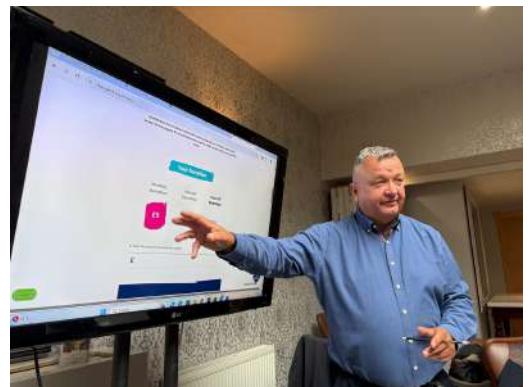
## Why is this role vacant?

The creation of this role reflects both an exciting period of growth within the fundraising team and a commitment to building sustainable capacity for the future.

Over the past year, the Community Fundraising Manager role has been heavily focused on hands-on delivery and operational activity across all income streams despite the job title, reflecting the current needs and priorities of the team. With the current postholder preparing for maternity leave, this role has been created to provide continuity across all day-to-day fundraising activities, income streams and supporter relationships during that period.

Looking ahead, when the Community Fundraising Manager returns from maternity leave, this role will move under that role with the structure allowing greater management and strategic capacity within the team. For the duration of the maternity leave period, the workload will be split between this role and the Head of Fundraising, with this role reporting into the Head of.

This is therefore a genuinely exciting opportunity for someone who enjoys delivering impactful fundraising activity, building supporter relationships and helping shape a growing and evolving fundraising team - without the expectation of delivering at a manager level.



## Areas of potential

This role offers real opportunity for learning, growth and impact. The Fundraiser will gain hands-on experience across a range of income streams, including community fundraising, individual giving, events and corporate partnerships. This breadth provides a strong foundation for building confidence, practical skills and professional judgement, with exposure to the full supporter journey - from first engagement through to stewardship and repeat support.

Fundraising at Change Mental Health is highly relational and deeply people-focused. This role offers the chance to build meaningful relationships with supporters, volunteers, community groups and businesses, many of whom are motivated by personal connections to mental health. The Fundraiser will be supported by an experienced fundraising leadership team, working within a values-led organisation that prioritises compassion, inclusion and wellbeing. As the team continues to develop, there is also scope to contribute ideas, shape activity and grow professionally over time - making this a rewarding opportunity for someone looking to build a career in fundraising.

## Areas of challenge

Working as a Fundraiser at Change Mental Health is rewarding, varied and people-focused, but it also comes with real challenges. The role is hands-on, spanning community fundraising, individual giving, events, corporate support and volunteer involvement. That variety is energising, but it does mean juggling competing priorities, responding to last-minute opportunities and switching focus regularly. Successful candidates will be comfortable managing their own workload, staying organised, and making decisions about what needs to happen first - sometimes at short notice.

Much of the role takes place outside the office, including attending events, meeting fundraisers, visiting corporate partners and representing Change Mental Health across Scotland. This can involve early starts, evening events or travel that changes at short notice, and suits someone who enjoys



working flexibly and confidently in different settings. The emotional nature of mental health fundraising also brings sensitive conversations, as many supporters are motivated by lived experience. The Fundraiser will need to approach their work with empathy and professionalism, maintaining appropriate boundaries while delivering excellent supporter care.

## What a day in the life of the Fundraiser might look like

The Fundraiser role has varied activities occurring across the calendar year, you really need to see a full year to understand the role! Some days you will be cheering supporters on at a local third-party event or supporting the fundraisers doing their own things. Other days you will be supporting workplace champions to make the most of fundraising activities at their place of work or saying thank you and accepting a big cheque!

Fundraisers get to work across all income streams, meet the very best of people, and support and encourage them to meet and exceed their fundraising ambitions.



This could include:

- Supporting existing supporters, donors and fundraisers with their fundraising needs, providing ideas and fundraising guidance
- Supporting corporate partners across Scotland
- Meeting supporters out and about who have chosen to fundraise for Change Mental Health
- Thanking supporters in creative and tailored ways
- Deliver national fundraising campaigns on a local level such as their May Munro Challenge.
- Meeting service teams to better understand their work
- Recruit new fundraising volunteers

The Fundraiser role is one where you just don't know what happens one week to the next as you never know who will choose to support Change Mental Health and by what method.

The role would suit someone who can be flexible and react in a calm, measured manner to whatever the day brings, who is excited by potential and is ambitious, and who can deliver a high standard of customer service (supporter stewardship) to everyone they meet.

### **This role might be for you if you enjoy**

- Delivering amazing supporter experiences / customer service
- Talking to people via email, face to face and the phone
- Supporting people to meet their ambitions and achieve more than they realised they could
- Multi-tasking, problem solving and thinking on your feet
- Building working relationships with a wide variety of individuals
- Supporting others as a team player and thinking differently about where you can support your teammates and colleagues across the charity

### **How success will be measured**

Success in the Fundraiser role is about more than income alone. It will be measured through a combination of progress towards agreed fundraising targets, delivery of planned activity, and the quality of relationships built with supporters, volunteers and partners. The charity recognises that fundraising outcomes are not always fully within an individual's control, and performance will always be viewed in context.



Success will also be seen in how the Fundraiser works day-to-day: providing a positive supporter experience, managing their workload effectively, and maintaining accurate records through CRM systems and reporting. Contributing positively to the fundraising team, living the values of Change Mental Health, and growing in confidence and capability over time are all important indicators of success in this role.

# Job Description: Fundraiser

In this role you will support all areas of fundraising and in particular drive Community Fundraising, Individual Giving and Corporate Fundraising. This will involve helping individuals who choose to fundraise for Change Mental Health, developing relationships with local partners, and growing income through events, activities and supporter led challenges.

You will shape and deliver their fundraising programme, creating simple but innovative experiences for supporters; making sure they feel appreciated and connected to their work. This is a hands-on role and you'll be involved in everything from planning community events to speaking with individual fundraisers, attending local events and finding new opportunities for support.

You will work confidently and independently, using your own experience and judgement to prioritise tasks, solve problems and manage your own workload. You'll also work closely with colleagues across fundraising and communications so that fundraising plays a strong part in the wider development of the charity.

## Key Responsibilities

### Building Community Support

- Develop relationships with individual fundraisers, volunteers, community groups, schools, and local businesses.
- Look for new opportunities for community support and act on them.
- Provide friendly, timely and supportive communication to everyone who chooses to fundraise for Change Mental Health.

### Events and Activities

- Support and grow income from mass participation events, challenges and supporter-led activities.
- Help plan, promote and deliver community events, ensuring supporters have a positive experience from start to finish.

### Corporate Relationships

- Account manage current key corporate relationships.



- Work closely with the Business Development Manager to steward and engage with prospective corporate partners.

#### Develop new corporate relationships

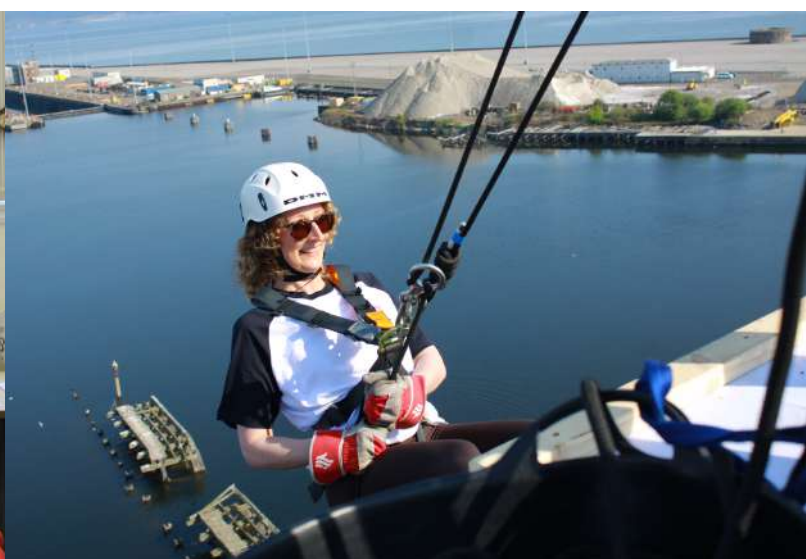
- Volunteer Involvement
- Develop volunteer opportunities to support the fundraising team, and wider organisation, as well as recruit for and build a pool of dedicated volunteers.
- Help develop a positive volunteer experience.

#### Organisation and Reporting

- Keep accurate records across our CRM systems (including Donorfy and Monday.com) and contribute to income reporting and forecasting.
- Take responsibility for maintaining high data quality and ensuring supporter information is recorded accurately and consistently
- Work with colleagues to ensure good processes, clear messaging and consistent supporter journeys.

#### Working Across the Charity

- Work closely with both Fundraising Managers and Head of Fundraising to implement the fundraising strategy.
- Collaborate regularly with colleagues across development, communications and service delivery.
- Represent the charity confidently at community events, meetings and presentations.
- Support the wider work of the fundraising team as needed.



# Person Specification: Fundraiser

## Person Specification

### Essential

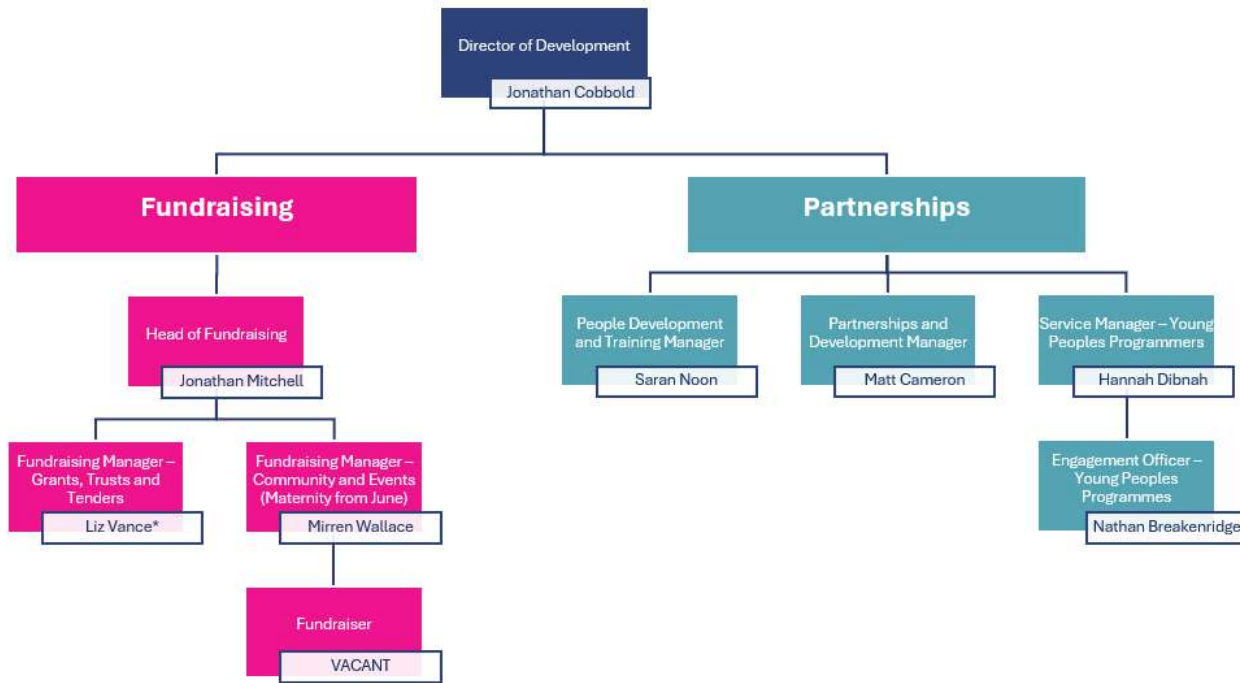
- Experience in fundraising that allows you to step into a busy fundraising environment and take ownership quickly.
- Ability to work independently with confidence, using initiative to manage competing demands.
- A track record of generating income and exceeding targets.
- Confident in building relationships with a wide range of people.
- Ability to work independently while balancing varied tasks and meeting deadlines.
- Ability to communicate clearly in written and verbal formats with colleagues and supporters, always representing Change Mental Health in a professional and appropriate way.
- A demonstrable understanding of supporter motivations, their needs and how to deliver supporter engagement that secures loyalty and income.
- Experience in developing and delivering income and expenditure budgets, including: risk mitigation, contingency planning and the ability to understand, analyse, manage and report on financial information for a range of audiences.
- Digitally literate with experience of using MS Office (Word, Excel, PowerPoint, SharePoint, Teams) and fundraising databases (training provided).
- A positive attitude and willingness to get stuck in.
- Knowledge of fundraising regulations and GDPR.
- Demonstrable attention to detail with a methodical approach to recording, processing and reporting data.

### Desirable

- Working with community organisations or local partners.
- Experience delivering events or mass participation fundraising.
- Experience in working across multiple income streams.
- Experience of supporting or coordinating volunteers.
- Fundraising qualification (or similar).

Due to the need to travel across Scotland to support fundraisers and attend events and meetings, it is important this post holder has their own transport, ideally a car to use for business use and a clean driving license. We will consider candidates without their own vehicle, but they will need to evidence how they may meet the travel requirements of the role.

# Development Team



# Benefits & life at Change Mental Health

Salary	<p>Salary band is circa £29,176 - £32,359 per annum, full time 35 hours per week</p> <p>Candidates will be appointed along the scale based on level of experience and performance at interview.</p>
Location and travel	<p>Change Mental Health operate a hybrid working model with 2 days in the national office (Edinburgh) or from a regional office (Dumfries, Fife or the Highlands).</p> <p>This role covers the whole of Scotland so there is an expectation of travel to meet supporters and volunteers so the hybrid working expectation has flexibility to accommodate work undertaken out in communities across Scotland.</p>
Annual leave	<p>37 day's paid holiday per year (inclusive of bank holidays) for staff to take flexibility throughout the year.</p>
Flexible working	<p>The charity has a variety of flexible working options available, including compressed hours.</p>
Pension	<p>Change Mental Health operates a contributory group pension scheme. Eligible employees are automatically enrolled after three months of service, though they may request to join earlier. Total contributions are currently 10% of salary: Change Mental Health makes a 6% employer contribution and staff make a minimum 4% contribution (although in practice this is 3.2% for staff as the remaining 0.8% comes from government tax relief)</p>
Family friendly policies	<p>Carers Leave: Change Mental Health offer 5 paid days of carers leave plus 5 paid days of emergency dependants leave (per rolling 12-month period and pro rata for part time employees)</p> <p>Mental Wellbeing Days: Change Mental Health offer 2 paid mental wellbeing days for all staff each holiday year (April to March)</p> <p>Maternity Leave: 12 weeks full pay, 14 weeks half pay, then statutory maternity pay</p> <p>Paternity Leave: 4 weeks full pay inclusive of statutory paternity pay</p> <p>Bereavement/Compassionate Leave: Staff who suffer a bereavement of a family member are entitled to 5 days of paid bereavement leave. Further unpaid compassionate leave can be offered at the discretion of their line manager</p>
Enhanced sick pay	<p>Within a rolling 12-month period, employees are entitled to enhanced occupational sick pay in addition to SSP, with entitlement increasing based on length of service.</p>

	<p>Employees with less than 2 year’s service receive up to 2 weeks full pay followed by 2 weeks half pay; employees with 2–5 year’s service receive up to 4 weeks’ full pay and 4 weeks half pay; and employees with over 5 year’s service receive up to 8 weeks full pay and 8 weeks’ half pay.</p> <p>Following exhaustion of company sick pay, eligible employees may continue to receive SSP up to the statutory maximum entitlement.</p>
Other	<ul style="list-style-type: none"> <li>• 24/7 access to an award-winning Employee Assistance Programme providing free legal, financial, and medical advice as well as support with life’s challenges.</li> <li>• Season ticket loan.</li> <li>• Blue Light Discount Card</li> <li>• Cycle to Work Scheme</li> <li>• Paid Mental Wellbeing Days</li> <li>• Professional development including funded opportunities.</li> </ul>

If you have questions about the benefit package, or if there are policies you would value seeing before continuing in the selection process, please do reach out via [recruitment@thinkcs.org](mailto:recruitment@thinkcs.org) and we will be happy to find out the information you need.



# Equality, Diversity and Human Rights

Change Mental Health is committed to ensuring that we protect the rights of all associated with our organisation, including people who use our services, our members, our volunteers, our paid staff, and members of the public who come into contact with us as we carry out our work and deliver our services. Therefore, this policy applies to any aspect of our work and to our staff, service users, and other stakeholders with whom we are associated, both in terms of how we will relate to them and how we expect them to relate to us and others.

Respecting equality and diversity is everyone's responsibility and Change Mental Health expects everyone employed within the organisation to observe these fundamental values.

**Recruitment:** The National Management Team is responsible for putting in place robust recruitment practices that ensure we adhere to this policy and to the minimum required of us by law. The Chief Executive Officer (CEO) responsible for appropriately advising the Board of its responsibilities as employers under the legislation.

**Training, Support, and Supervision:** Responsibility for implementing this policy lies with the National Management Team with delegated responsibility to local managers through support and supervision and ensuring local and individual training needs are identified and met.

**Communication:** The National Management Team is responsible for ensuring that communicating this policy to staff is achieved at recruitment and through regular meetings with staff on an ongoing basis. This team, through the CEO is also responsible for wider communication of Change Mental Health's commitment to the values of equality and diversity as well as our compliance with the law; and for communication with our funders regulators and other interested stakeholders.

The full policy is available [here](#).

Please let THINK Recruitment know if there are any questions or concerns relating to Change Mental Health's commitment to equality, diversity and human rights for us to put to their People and Talent team: [recruitment@thinkcs.org](mailto:recruitment@thinkcs.org)



# How to apply

We have extended the application deadline to midday Friday 6<sup>th</sup> June.

To express interest in this role, and to arrange an initial conversation with THINK Recruiting please email [recruitment@thinkcs.org](mailto:recruitment@thinkcs.org) with a copy of your CV and contact information.

Our Recruitment Manager will have an informal screening conversation with all applicants prior to shortlisting. Rather than requesting candidates submit a supporting statement or cover letter, we will provide interested candidates with screening questions to answer which alongside your CV will form your application.

Please ensure you allow enough time to have a call prior to the closing date, as we cannot put candidates through to shortlist who have not been screened.

Interviews will be held in person at Change Mental Health's national office in Edinburgh. There will be an interview task, details of which will be shared in the invite to interview. Every effort will be made to keep the process to one stage.

if there are any reasonable adjustments THINK Recruiting can make to ensure ease of participation in the selection process, please do get in touch. All discussions are confidential.



Thank you for your interest, please do get in touch if you have any questions.

**Jo McGuinness**  
**Senior Recruitment Manager**  
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