



Spreading Kindness
Together

Fundraising Officer Job Description – Birmingham/West Midlands

Our Background

SKT Welfare is a UK registered charity that aims to deliver humanitarian aid to underserved populations in need, without prejudice over race, religion or gender. Over the past decade we have delivered multiple projects, focusing on emergency relief, food, water, healthcare, education, orphan care and seasonal campaigns, such as winter and Qurbani. We operate in many countries around the world including Syria, Bangladesh, Palestine, Somalia, Pakistan, Yemen and Turkey with its head office in the UK.

We are proud of our 100% donation policy, which means every single penny donated is used to directly serve those in need. Our overhead costs are covered either by direct donations or by using Gift Aid. This policy sets us apart from most international NGOs and is the guiding principle of our organisation.

Vision: “A world where everyone is being cared for and live a sustainable life free from extreme poverty”.

Mission: To be amongst the leading humanitarian organisations to alleviate human suffering through principled humanitarian responses and sustainable solutions.

Values: **Compassion** – towards the people we assist and those we work with. SKT is committed to show compassion and respect for the different needs and cultures it encounters in order to create a better world around us and a thriving working environment.

Transparency and Accountability- when working with different stakeholders and partners both in the UK and abroad, SKT commits to high levels of transparency for all its operations and put accountability to donors and the beneficiaries at the core its work.

Equality - as an equality-committed charity, SKT does not discriminate on the basis of gender, race, nationality, age, religion, disability or beliefs.

We believe our employees are our greatest asset and recognise our responsibility to ensure that they are afforded appropriate development throughout their employment. Our aim is to support and develop employees in their role so that they feel confident to undertake the responsibilities placed upon them, and ultimately are able to contribute to the success of the organisation.

Role & Responsibilities

Reporting to the Fundraising Manager, Responsible for coordinating and developing SKT welfare's fundraising programmes. Duties include, but are not limited to, engaging volunteers and managing all aspects of volunteer activities including recruitment, training and supporting volunteers.

The Fundraising Officer will also be responsible for planning and coordinating all fundraising events and initiatives for volunteers, in line with SKT Welfare's fundraising strategy.

The job holder will also assist and support the management team as appropriate and ensure all documentation is complete, appropriate, and accurate and fit for purpose.

In consultation with the Head of Fundraising and Communications, assist with the development of SKT Welfare's fundraising plan.

As a fundraising officer, you'll need to

- Motivate and facilitate supporters to maximise the funds they raise
- Inspire new supporters to raise money, while maintaining and developing relationships with existing supporters
- Organise traditional activities, such as sponsored outdoor events and house-to-house collections of Donated goods and money
- Develop new and imaginative fundraising activities, many of which involve organising events
- Raise awareness of the charity and its work at local and national levels, e.g. giving talks to groups or seeking photo opportunities with the media
- Develop and coordinate web-based fundraising, online auctions and merchandise sales
- Increase funds by researching and targeting charitable trusts whose criteria match the charity's aims and activities
- Develop and implement a strategy for individual and corporate supporter recruitment and development
- Recruit, organise and manage volunteers to carry out various functions within the charity
- Oversee corporate fundraising, including employee giving and matched giving from employers
- Manage and update databases to record donor contact and preference information
- Write applications and mail-shots, using direct mailing to reach a range of potential and current donors
- Make risk analyses and balancing time-cost ratios to focus effort on the fundraising activities that are most appropriate and will have the highest chance of success
- To be able to demonstrate a creative and pro-active approach towards fundraising activities as well as a positive attitude and flexibility in performing a range of duties as and when required.
- Must be a self-starter, happy to manage your workload and drive forward this work without constant supervision.
- To attend all Team Meetings and donor Meetings organized by SKT Welfare
- Provide all accurate expenses via breathe HR
- To actively seek advice from your line manager

Any other duties commensurate with the accountabilities of the post.

- Assist in the development of user training manuals and other training materials (SOPs)
- Ensure that documents assigned to be archived are managed in accordance with company policy and recorded and stored appropriately while awaiting collection
- Adhoc duties set out by your line manager

Data collection, processing and presentation

To assist with the processes that ensure that all KPIs are achieved each month and that these are reported in an appropriate and accurate way to the CC (Charity Commissions) through the monthly performance report

Collect, collate, process and present information for audit purposes

General

To ensure that any risks that are identified are immediately reported to the appropriate manager

- To maintain confidentiality of Donor, personnel and business information in accordance with SKT Welfares policies and procedures
- To comply with all health and safety requirements in accordance with SKT Welfares policies and procedures

- To co-operate effectively with other members of the team to ensure achievement of shared objectives and criteria through communication, negotiation and mutual agreement regarding the use of resources and levels of personal involvement.
- To work co-operatively with colleagues within SKT Welfare to meet national and international quality standards and to share good practice.

The tasks and responsibilities shown above are not exhaustive, and should be regarded as a guide. The post holder will be expected to undertake any reasonable activities according to the needs of the business at the time. These will be subject to periodic review, and may be amended to meet the changing needs of the organisation.

Competencies

Total Customer Focus

- Consistently delivers agreed service levels to external and internal customers
- Consistently delivers “right first time” and on time
- Monitors KPIs and takes necessary corrective action
- Identifies day-to-day customer service issues and takes preventive action

Building Relationships

- Listens and seeks to understand the customer’s changing needs
- Makes efforts to provide solutions to meet customer needs
- Understands and fulfils customer information requirements
- Has appropriate/regular contact with the customer

Continuous Improvement

- Seeks feedback from the customer on performance and identifies areas for improvement
- Is aware of market trends and developments and highlights implications for the business
- Routinely challenges current practices to identify and deliver improvements and solutions

Getting Results

- Takes ownership of tasks and accepts accountability
- Sets clear goals based the benefit to the business - consistently meets KPIs
- Thoroughly evaluates risk and makes contingency plans accordingly
- Gets the right resources (people, finance, equipment) and organises them to achieve goals
- Monitors progress and acts to keep things on track
- Adopts a practical, no-nonsense approach: “what can we do to sort this out?”
- Maintains focus on the end objective

Determination

- Sees things through to completion - self-starter and finisher
- Won’t be discouraged by failure or obstacles

Motivating Others

- Generates enthusiasm and energy by being positive: “we can do this”
- Delegates to others effectively – and coaches others to obtain desired outcomes
- Doesn’t blame others when things go wrong: avoids creating a “blame culture”

Openness

- Contributes own views to team debates and meetings

- Accepts and acts upon constructive criticism
- Works in an open and honest way

Valuing & Respecting Others

- Considers others when making decisions
- Treats people as equals
- Works comfortably within a team

Supporting Others

- Encourages others to put forward their views and listens when they do
- Gives quality time to others

Constant Personal Improvement

- Knows when to seek specialist help
- Asks for help and guidance when unsure
- Takes responsibility for own training and development

Developing Others

- Encourages others to seek personal development
- Coaches and mentors others
- Identifies and deals with poor performance in others

Innovative Environment

- Evaluates all ideas with an open mind
- Puts good ideas into practice
- Encourages others to think laterally and challenge existing practices

Individual Creativity

- Looks at others' ideas to see if they can be applied elsewhere or developed further
- Analyses and reviews existing practices