

Job Description

Job title:	Community Fundraising and Volunteer Manager
Directorate:	Fundraising
Location:	Head Office – Hybrid, up to 3 days per week WFH
Accountable to:	Head of Challenges and Community
Accountable for:	Regional Fundraiser and Community Fundraising & Trading Officer
Pay grade:	Band 7
Type:	Full Time, Permanent

Values Framework

All staff are expected to know and understand the values of the organisation and uphold these values whilst at work.

- Together
- Focused
- Bold
- Personal

Overview of Role

This is a new role with the aim of growing existing community products and introducing new products and initiatives to generate growth in Community Fundraising.

You will be a key member of the Fundraising Team responsible for developing and implementing the community fundraising and volunteer strategy across the UK.

You'll be leading Community & Volunteer activities and campaigns and supporting community fundraisers and volunteers across the UK. You will maximise and identify opportunities to grow community events, fundraising and volunteer activity, continually ensuring outstanding stewardship and supporter engagement to drive income. You will also motivate, support and inspire a team of two to achieve objectives.

Key Responsibilities

Leadership & Management

- Work with the Head of Challenge and Community Fundraising on developing the strategy for the community fundraising & volunteer activities and campaigns, evaluating on a regular basis and making changes when necessary.
- Lead, manage, deliver, evaluate and elevate the existing community event portfolio in line with agreed objectives and budgets.
- Lead on the budget for Community Fundraising and Volunteers.
- Ensure, we meaningfully engage different communities with Combat Stress
- Be a community fundraising and volunteer expert and ensure relevant processes and policies are in place to deliver successful, profitable community fundraising and volunteer programmes
- Oversee the management of fundraising systems, processes and platforms in order to deliver multi-channel communications and a sector-leading stewardship to ensure

fundraisers, donors & volunteers feel engaged and inspired from the moment they sign-up and generates a lifelong relationship with Combat Stress.

- We've recently implemented a new Volunteer Management System to help streamline and expand our volunteer programme. You'll lead on this to develop and manage a high quality volunteering programme.

Project and Community Management

- You'll be responsible for multiple aspects of event delivery and have the opportunity to collaborate with teams across the organisation.
- Proactively research and identify opportunities to grow the portfolio, monitoring the market and sector trends, and making recommendations to the Head of Challenge & Community Fundraising.
- Identify areas of improvement and work with the team to develop and improve systems and processes relating to community fundraising & volunteering.
- To provide reports and forecasting against agreed KPIs including income and expenditure, registrations and supporter satisfaction.
- Ensure all fundraising is carried out with adherence to charity law and all related regulations plus policies.
- Develop a network of volunteers and ensure that we provide a high-quality, safe, inclusive, and effective volunteer experience.
- Respond to volunteer enquiries and act as point of contact for volunteers that wish to raise a concern or make a complaint.
- Working with the Communications and Digital Teams to promote all activities, highlighting supporter stories.
- Maintain accurate records on using Raiser's Edge and ensure supporter data is managed effectively and within the law/GDPR regulations and run reports and queries as required.

Relationship Management and Development

- Work closely with and develop strong working relationships with teams across Fundraising, Marcomms, Digital and Clinical to drive income, collaboration and high levels of engagement throughout the organisation.
- Networking with other charities and external stakeholders in the sector.
- Develop strong working relationships externally to negotiate contracts that secure the best value for the charity; and ensure projects are delivered on time and within budget.
- Work with the Database team to ensure that data is collected and stored efficiently, and post-event analysis is comprehensive.

Line Management

- Effectively recruit, train and line manage and develop staff ensuring they are ambitious, proactive, in line with Combat Stress policies and practices, including annual performance reviews, supporting development and regular 1-2-1s.
- Identify learning and development opportunities including training, coaching and skills sharing to maintain and improve staff performance.

General

- Always work in compliance with the Fundraising Regulator's Code of Practice, the General Data Protection Regulation (GDPR), all other relevant regulations, and Combat Stress policies and procedures.
- Deputise for the Head of Challenges and Community as required at Combat Stress meetings and events alongside the Challenge Events Manager.
- Attend and present at fundraising events and social gatherings off site including evenings and weekends.
- To carry out other tasks as required by the Head of Challenges & Community and Director of Fundraising.

Other Duties

Undertake any other reasonable duties as may be required from time to time.

Risk Management

As an employee of the Charity, the postholder is required to be risk aware and readily able to identify risks faced in the course of day-to-day duties. Where a new risk is identified it is to be reported through the postholder's line manager.

Infection Prevention and Control

Maintain an up-to-date awareness of the Infection control procedures relevant to your area of work and implement these in practice. As a minimum this must include hand hygiene and the use of personal protective equipment as appropriate.

"As a healthcare environment, and for the health and wellbeing of our staff, veterans and visitors, we encourage everyone at Combat Stress especially professionals that are veteran facing to take up the offer to be fully vaccinated against Covid-19"

Date Revised: April 2025

Signature of postholder

Print name

Date
