

## PERSON SPECIFICATION

(Supporting the Policy on Equal Opportunities in Employment)

### JOB DETAILS:

**Job Title:**

Community Fundraising and  
Volunteer Manager

**Department:**

Fundraising

**Location:**

Head Office

**Status:**

Permanent

**Hours:**

37.5

**Reporting to:**

Head of Challenges & Community

FACTOR	ESSENTIAL	DESIRABLE
<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• A high standard of education – Degree level or equivalent</li> <li>• experience of working in challenge and community events fundraising.</li> <li>• Minimum of 3 year's experience in a similar role, with the ability to demonstrate consistent successes on meeting and exceeding financial targets well over six figures for a single event</li> <li>• Volunteer Management experience</li> <li>• Proven experience of successfully delivering a variety of fundraising events including recruitment of participants and volunteers.</li> <li>• Proven ability of managing a wide range of projects simultaneously, prioritising workload and meeting deadlines.</li> <li>• Experience of creating outstanding supporter journeys, to ensure our supporters feel engaged and inspired to continue supporting our work.</li> <li>• Experience of setting budgets and managing income and expenditure in line with those budgets.</li> <li>• Line management experience including regular staff supervision and annual appraisals.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working and managing relationships with external agencies and event providers, negotiating the best deals for the organisation.</li> <li>• Proven experience of successful delivery of virtual fundraising, specifically Facebook challenges.</li> </ul>

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<b>Skills &amp; Knowledge</b> Range and level of skills	<ul style="list-style-type: none"> <li>• Knowledge of fundraising best practice, legal requirements and health &amp; safety relating to challenge events fundraising.</li> <li>• Project management skills including leading team members to deliver work within set timescales.</li> <li>• Working with CRM databases, preferably Raisers' Edge (full training will be given).</li> <li>• Good numeracy skills and ability to analyse and report on financial performance.</li> <li>• Excellent written and verbal communication skills, including copy-writing.</li> <li>• IT literate with excellent working knowledge of Microsoft Office suite.</li> </ul>	<ul style="list-style-type: none"> <li>• A good understanding of the military community</li> <li>• Familiarity of the work of Combat Stress</li> <li>• Working with project management tools, preferably Trello.</li> <li>• Knowledge of the Fundraising &amp; Assemble platforms</li> <li>• To have a good understanding of GDPR and the implications for fundraising.</li> </ul>
<b>Personal Attributes</b> The personal qualities required e.g. exercising initiative, organising, problem solving	<ul style="list-style-type: none"> <li>• Positive self-starter, keen to find better ways to deliver tasks and objectives.</li> <li>• An ideas person with a "can do" attitude, someone who is enthusiastic, imaginative, energetic and creative.</li> <li>• Able to confidently lead by example and inspire a team.</li> <li>• Ability to work flexibly and under own initiative to manage varying competing priorities and to meet strict deadlines and proactively respond to the emerging needs of the charity.</li> <li>• An excellent team player, who is calm and positive under pressure with strong attention to detail</li> <li>• Empathy with the work of Combat Stress</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Full UK Driving Licence</li> <li>• Enhanced DBS/ Disclosure Scotland</li> <li>• Be flexible to travel and work evenings and weekends as required.</li> </ul>	