

JOB DESCRIPTION

Job title:	Senior Volunteer and Community Fundraising Officer
Directorate:	Fundraising
Location:	Head Office, Leatherhead/ Hybrid working available, up to 3 days WFH
Reporting to:	Community Fundraising and Volunteer Manager
Direct reports:	n/a
Pay grade:	Band 6
Type:	Permanent, Full Time (37.5hrs per week)

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

GENERAL OVERVIEW OF ROLE

- As Senior Volunteer and Community Fundraising Officer, you will play a key role in delivering and developing community fundraising products and campaigns. You will also support the delivery and implementation of the volunteer programme. Your role will involve providing high-quality stewardship to our fundraisers and volunteers, contributing to income generation, and championing supporter experience across all touchpoints.

MAIN DUTIES AND KEY RESPONSIBILITIES

Community Fundraising and Campaign Delivery

- Work closely with the Community Fundraising Manager to implement the community fundraising strategy and deliver agreed campaigns and products.
- Deliver a portfolio of community fundraising events and activities, ensuring targets for income, participation and supporter satisfaction are met.
- Engage with local schools and community groups through presentations, and help volunteers prepare and deliver similar sessions.
- Provide excellent stewardship to supporters, responding to enquiries and offering fundraising advice and support.
- Help identify and cultivate opportunities for new community fundraising initiatives that align with Combat Stress's strategic priorities.
- Ensure fundraising materials, resources and processes are maintained and used effectively.
- Monitor and evaluate community fundraising activity, contributing to regular reporting on income, expenditure, and performance against KPIs.

Volunteer Engagement

- Support the delivery and development of Combat Stress's volunteering programme, ensuring volunteers are well supported and engaged.
- Act as a point of contact for volunteers, responding to enquiries and supporting their involvement in fundraising and awareness activities.

- Assist in the coordination of volunteer recruitment, onboarding and recognition activities.

Relationship Management

- Build and maintain positive relationships with individual fundraisers, community groups, clubs, schools and other local organisations.
- Represent Combat Stress at fundraising events and community engagement activities.
- Work collaboratively with colleagues across the Fundraising, Communications, and Digital teams to promote fundraising and volunteering opportunities and celebrate supporter stories.

Data, Systems and Compliance

- Maintain accurate supporter and volunteer records on Raiser's Edge.
- Support the use of the Volunteer Management System and ensure processes are followed effectively.
- Ensure all fundraising activities comply with the Fundraising Regulator's Code of Practice, GDPR, and Combat Stress's policies and procedures.

OTHER DUTIES

- Work flexibly and be prepared to attend fundraising events and activities outside of standard office hours, including evenings and weekends, with time off in lieu.
- Stay up to date with trends and developments in the charity sector, particularly in community fundraising and volunteering.
- Carry out any other duties as reasonably requested by the Community Fundraising and Volunteer Manager or Head of Challenges & Community.

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: 01/08/2025

Signature of postholder

Print name

Date
