



JOB DESCRIPTION

Job Title	Fundraising Officer
Team	Fundraising Team
Location	Work from home, with regular travel around England. Easy access to London is preferable.
Reports to	Senior Fundraising Officer
Salary	Between £21,000 and £28,400 per annum, depending on experience, plus pension and benefits.
Duration	Permanent
Normal Working Hours	36 hours, net per week (full time)

Churches Conservation Trust (CCT) is the national charity caring for historic churches at risk. As the operator of the third largest heritage estate in charitable ownership in the UK, our 356 historic churches include examples of irreplaceable architecture, archaeology and art from 1,000 years of English history.

CCT has an international award-winning reputation in heritage conservation and regeneration. All churches in our care are listed, mostly Grade I and II*, and some are Scheduled Ancient Monuments.

Without our care, these buildings might have disappeared entirely. Instead, they are enjoyed as social, tourism, educational and cultural resources, kept open, in use, and living once again in the heart of their communities.

Overall job purpose

The overall purpose of the role is to lead the administration of CCT's tiered membership programmes, annual and church-based appeals, legacies, and trust and grant fundraising.

Following the growth in audience development through new online events and digital activity, CCT welcomed younger and international members and increased the number of donations. We have since witnessed decreased retention rates and are looking to implement methods to increase member and donor acquisition and retention. The role of the Fundraising Officer is vital to maintaining excellent service delivery across our core fundraising programmes and providing strong supporter care.

Key relationships

Aside from members of the Fundraising team, the Fundraising Officer will work alongside the Finance, Learning and Participation, Conservation, Regional and Communication teams, and Information Governance Manager, so that the whole staff and community support network of CCT is empowered to drive forward fundraising.

This reflects an organisational-wide aim to build a collaborative fundraising culture and ensure CCT's buildings at risk are sustained for the appreciation and benefit of future generations.

Key duties and responsibilities

Membership Development and Processing

- Assist with the production of hard copy and digital literature to promote membership, including producing designs and liaising with external professionals and printers.
- Assist with writing articles, and the production and distribution of the membership magazine.
- Undertake the processing of all membership schemes, including receipt of payments and assist the Senior Fundraising Officer with the production of regular reports.
- Undertake the processing of renewals for all tiers of the programme.
- Ensure donor information is accurately maintained on CCT's CRM system, and other information and administrative systems, ensuring that all data protection and information security policies are adhered to.
- Ensure all donations are appropriately acknowledged promptly, including postal income, and visit the Head Office in Northampton when necessary to assist with the expected influx of donations following the successful promotion of appeals.

Events

- Support the delivery of donor cultivation and stewardship events across the country where required, including assisting with attendee lists, payments, itineraries, and name badges.
- Support the Senior Fundraising Officer in the management and delivery of a programme of annual Historic Church tours and collaborate with regional colleagues to develop itineraries, create promotional materials in digital and print formats, and process bookings.

Day-to-Day Delivery

- Be the first point of contact for donors/members and respond to enquiries promptly and in a professional manner including responding to emails and telephone queries, providing the highest level of customer care.
- Create content for an e-newsletter that is to be sent out every month to CCT members.
- Provide guidance and occasional one-on-one training in the effective use of the CRM to other members of staff.
- Perform other duties at the request of the Head of Fundraising and Senior Fundraising Officer.

Key criteria for success

After six months in post, the successful candidate will have:

- Acquired excellent working knowledge and practical application of the processing of all membership schemes.
- Contributed to the writing of fundraising articles in *Pinnacle*, CCT's supporter magazine.
- Be proficient in the use of the CRM system as related to the processing of memberships, donations and contact information and be confident in providing guidance and occasional one-on-one training in the effective use of the CRM to other members of staff.
- Supported with the delivery of the annual programme of member and donor cultivation, and stewardship events.
- Established good working relationships with the Communications, Regeneration, Conservation, Regional, and Finance teams and other key local volunteer representatives.

N.B. This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

Additional Information:

Travel

This role involves travel nationally. You will be expected to use public transport as far as possible.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, volunteers and visitors. All staff have a responsibility to manage risk within their sphere of responsibility.

All Trust employees are accountable, through the terms and conditions of their employment, and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

Data Protection

If you have contact with computerised data systems, you are required to process and/or use information held on a computer in a fair and lawful way. You are also required to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose.

Safeguarding

We believe that everyone we come into contact with has the right to be protected from all forms of harm. We want everyone visiting our churches, volunteering with us, or working with us to have a safe and enjoyable experience. We will not tolerate abuse, maltreatment, or exploitation by or to our staff, volunteers, or members of the public. **We expect our staff to share this commitment.**

Mandatory training (for all roles)

If successful, you will be required to complete mandatory compliance training including, but not limited to:

- Equality, Diversity, and Inclusion
- Bullying and Harassment for Employees
- Stress Awareness
- Mental Health Awareness
- Health & Safety Essentials
- Fire Awareness
- DSE Assessment
- GDPR UK Awareness
- Safeguarding Awareness
- Effective Remote Working (if applicable)

Person Specification

Section One: Essential Criteria

If you cannot provide evidence that you fully meet these criteria, your application will not be put forward for further shortlisting against the other criteria in sections 2 & 3.

	Essential Criteria	How this will be assessed
1	Knowledge of fundraising in heritage or an arts-related field.	A/I
2	Experience in inputting, and interpreting data into CRM systems.	A/I
3	Experience in producing compelling promotional materials, with excellent written skills.	A
4	Experience in developing and delivering an events programme.	A
5	Excellent verbal communication and negotiating skills including face-to-face and telephone skills.	I

Section Two: Further Essential Criteria

	Further Essential Criteria	How this will be assessed
6	Excellent attention to detail and ability to work to tight deadlines.	I
7	Ability to create and maintain positive working relationships with CCT staff and external stakeholders.	I
8	A creative flair that can be harnessed into practical, improvements to fundraising processes.	I
9	Available to work out of hours if required and travel around England on dates that have been agreed in advance.	I

Section Three: Desirable Criteria

	Desirable Criteria	How this will be assessed
10	Educated to degree level.	A
11	Membership of the Chartered Institute of Fundraising.	A

Information on assessment methods

Code	Assessment method	This means...
A	Application	You need to provide examples and evidence as to how you meet this criteria in your application.
I	Interview	You will be asked competency based questions around this criteria at interview.
T	Test	This could be an ability test or group exercise assessing you against the criteria.
P	Presentation	You will be asked to prepare or give a presentation to demonstrate against this criteria.

Selection criteria

The candidates who appear from their application to best meet the person specification criteria will be invited to interview. It is therefore essential that your application gives a full but concise description of the nature, extent, and level of the responsibilities you have held. The shortlisting criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed in your application. Applications by CV only will not be accepted.

We are an inclusive employer and offer equal opportunities to all regardless of an individual's age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation.

We are not a licenced sponsor at this time. Any offer of employment will be made subject to valid right to work in the UK being provided.

Employee benefits

- Membership of the generous Civil Service Pension scheme
- 27.5 days annual leave provision, rising 30 days after five years' service and 33 days after ten years
- flexible working arrangements
- home working allowance for home-based staff
- life assurance through the Civil Service Pension scheme
- learning and development opportunities
- enhanced parental leave arrangements
- a free and confidential employee assistance programme
- season ticket loans and cycle to work scheme
- subscription allowance to a professional body
- 20% staff discount on Champing™ at CCT sites

How to apply

If you would like to apply for this role, please [visit our recruitment portal](#). You'll be asked to submit a CV and a short supporting statement (max 2 sides A4) outlining how you fulfil the person specification for this post.

Please note direct applications via email cannot be accepted for this role; only applications submitted through our recruitment portal will be considered.

The closing date for receipt of applications is **8am on Thursday 16th May 2024**.

Interviews will be held on **Thursday 23rd May 2024** via **Teams**. Please note that the interview dates and location have been specifically chosen according to the availability of the panel.

We would be delighted to hear from you. If you'd like to talk to us about this role before you apply please contact Kate Burden, Senior Fundraising Officer, at kburden@theccct.org.uk

We are a Disability Confident Committed Employer. Candidates who declare that they have a disability and who meet the essential criteria for the job will be offered an interview.

If you have any queries about this role, or if you have a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please email recruitment@theccct.org.uk

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