



## Welsh Refugee Council Job Description & Person Specification

<b>Job title:</b>	Fundraising Officer
<b>Report to:</b>	Business Development Manager
<b>Salary</b>	£22,500 to £25,000 FTE depending on experience (Salary will be pro-rata to 3 days' per week).
<b>Location:</b>	Cardiff (all-Wales post)
<b>Duration:</b>	1 year and looking to extend beyond that
<b>Hours:</b>	Flexible part time hours: 21hrs /3 days per week. Normal office hours are 9:00 to 5:00pm but this role may involve some agreed occasional out of hours' activity and very occasional working away from the office.
<b>Benefits per annum:</b>	<ul style="list-style-type: none"><li>- 27 days leave, increasing by 1 day per annum to a max of 30 days</li><li>- Up to 2 days paid volunteering leave</li><li>- Up to 3 days paid carers leave</li><li>- Up to 5 days paid study leave</li><li>- 5% pension</li><li>- Access to company paid counselling support.</li></ul>

### We are the Welsh Refugee Council

You will be joining us at an exciting time in our journey, helping us and the sector to support those who are forced to seek safety. With over 32 years' experience, we are trusted by the communities we serve and are seen as the lead organisation in Wales for sanctuary seekers and refugees.

We are proud that during the Coronavirus pandemic we adapted our services and were able to grow our income significantly. None of our staff were furloughed and this is testament to the adaptability of our staff, the demand for our services and the inequalities that persist in society- that require amazing people to do something about it.

## Purpose of the Post

This is a great opportunity to learn and work as part of a small fundraising team in a supportive environment. As an officer, you will work across all streams of fundraising - community, events, individual giving, digital, statutory, trusts and corporate. The focus of the role is to efficiently manage the administration, thanking, stewardship journey, data entry and promotion of all fundraising activity.

As our Fundraising Officer, you will support the Business Development Manager with fundraising, project, and business development. Our annual income is around £1.5m with 50% derived from Welsh Government, 40% from trusts and foundations, and 10% from individuals, members, and corporate partnerships.

Our Strategy has 5 pillars:

1. Delivering excellent services
2. Enabling integration
3. Building financial sustainability
4. Raising the voices of those forced to seek safety
5. Being efficient and effective

You will be a change maker helping us to support and empower those forced to seek safety.

The ideal candidate will:

- Be personable and have energy- to warm stakeholders and best represent the strengths of the WRC
- Be able to work under pressure, to tight deadlines, and able to adapt priorities
- Have good verbal and written writing skills- able to engage and ensure key points are communicated for maximum affect.
- Have confidence to lead and steer supporter events, to ensure engagement and stewardship is maximised.
- Have initiative and lead plans to research and create a prospect pipeline of donors, funders, tenders, and business opportunities- in line with capacity.

## Support for you

You will be supported by the Business Development Manager who will be involved in project planning and design, and who will provide project information and data.

Our project leads will also support with end of year reporting and supporter newsletters.

If you don't have experience of prospecting funding opportunities or stewarding supporters, we would be open to a conversation around providing training to increase knowledge in this field.

You will work with like-minded people- who strive to make a difference every day, and challenge hostile practices that limit people's potential.

## **Main Duties and Responsibilities**

### **Fundraising**

- Be the first point of contact for all fundraising-related enquiries via email, telephone, or in-person, responding in a professional and timely manner with a focus on stewardship.
- Extract data lists, process and thank donations on all online platforms (Facebook, JustGiving, CAF, PayPal Giving, CrowdFund, etc.), website donations and cheques received in the post.
- Record all donations and communication with supporters on CRM database in a timely manner, ensuring that any actions are recorded and communicated to the Business Development Manager.
- Providing support to the fundraising team with specific responsibility for accurate data inputting of donations, fundraising; writing bids (small to medium), Gift Aid claims and correspondence both written and verbal with donors and fundraising.

### **Engagement**

- Organising fundraising events put on by Welsh Refugee Council and its supporters. Booking venues, producing publicity material, ensuring events comply with all legal and financial controls.
- You will support our approach to funder engagement including any donors both organisational and individuals. Setting up stewardship pathways to ensure we are consistently, warm and engaging with those who share our values.
- Writing and processing of correspondence, reports, funding applications, newsletters and other documents as requested. Using Microsoft Office i.e., Word, Excel, Outlook, SharePoint and Planner, Teams, PowerPoint, and donor database Donorfy.
- To support the organisation to identify and develop opportunities to expand services and activities that enable refugee inclusion, working closely with colleagues in the management team and external partners.

### **General**

- To proactively contribute to the achievement of targets and the ongoing fundraising success of Welsh Refugee Council as a whole and to be a supportive, effective, and collegiate team member.
- Ensuring you are aware and adhering to our data protection, safeguarding, and fundraising practice policies.

## Person Specification

When completing your application- please ensure you provide **examples** of how you meet the essential criteria listed below. Do not use sweeping statements such as 'I can take initiative', explain by way of examples what you did and how.

You may also want to evidence or reference some of the desirable criteria.

Applicants that do not reference how they meet the essential criteria will not be invited to interview.

Criteria	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of delivering customer/supporter care.</li> <li>• A track record in office or project administration.</li> <li>• Experience of collating, analysing, and presenting financial information.</li> </ul>	<ul style="list-style-type: none"> <li>• Lived experience as a Refugee to bring added insight to our understanding.</li> <li>• Experience of working within a fundraising team.</li> <li>• Experience of using CRM databases such as Donorfy, CAF, JustGiving, Crowdfund, PayPal Giving, etc.</li> <li>• Experience of using mailing platforms such as MailChimp</li> <li>• Supporting with bid writing for partnerships, statutory and trust and foundations.</li> <li>• Researching individuals, organisations, statutory, trusts and foundations.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge and working practice of Microsoft Office including Excel, Word, Teams, Outlook, and SharePoint.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of refugee and asylum sector in Wales and/or UK</li> <li>• Knowledge of design software packages such as Canva.</li> </ul>
<b>Skills</b>	<p><b>Communications</b></p> <ul style="list-style-type: none"> <li>• Fluency in English with very good written communication skills; to write winning bids, and fundraising copy that attract different audiences.</li> <li>• Excellent time management skills, the ability to manage multiple priorities and to work under pressure.</li> </ul>	<p><b>Languages</b></p> <ul style="list-style-type: none"> <li>• Ability to speak a community language, and or/ Welsh.</li> </ul>

	<p><b>Stakeholders</b></p> <ul style="list-style-type: none"> <li>• Initiate and build relationships with funders and donors ensuring their interest is retained and stewarded.</li> </ul> <p><b>IT</b></p> <ul style="list-style-type: none"> <li>• Good IT skills, with ability to be open to new software and comms support packages.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using Donorfy and MailChimp or similar CRM and mailing systems.</li> </ul>
<p><b>Behaviours</b></p>	<ul style="list-style-type: none"> <li>• Energy - to deliver events that excite and enthuse</li> <li>• Confidence - to drive own work plan (supported by line manager)</li> <li>• Idea's generator- to help look at solutions to challenges</li> <li>• Analytical - to draw out answers and provide a critical friend to improve practice</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Willingness to work flexible hours as required, to travel and to spend occasional nights away from home.</li> </ul>	

### Diversity, Equity, and Inclusion

We welcome and particularly encourage individuals who identify as LGBTQi+, differently abled, women from ethnic minorities, people from various economic backgrounds and people with lived experiences.

If you have lived experience as a refugee, we highly recommend you get in touch with our Education and Employability Officer who will be able to schedule a phone call to discuss British style interviews [Chris@wrc.wales](mailto:Chris@wrc.wales) .

Our approach to interviews is:

- ✓ We will ask questions about you- to understand your strengths.
- ✓ Our interview questions will be based around the Job Description and Person Specification.
- ✓ We will test key skills that are mentioned in the Job Spec.
- ✓ You will score higher- if you give us **examples** and explain what you did.
- ✓ You will receive the interview questions 1 hour before the interview- to provide reflection time.

**Deadline for applications is Monday 30 January at 10am.**

**Please submit your application to [recruitment@wrc.wales](mailto:recruitment@wrc.wales)**

Applications received after this date, will not be accepted.

Please put the name of the job role in the subject heading of your email.

**Invites for interview will be sent by email, and interviews will likely be held [week commencing Monday 06 February 2022](#).**