

## Community Fundraising & Events Manager South Job Description (fixed term)

<b>Job Location:</b>	Edinburgh or Glasgow
<b>Responsible to:</b>	Head of Supporter Fundraising
<b>Responsible for:</b>	Fundraising Officers (East and West) Assistant Fundraisers (East and West) CHSS Events Officer External Events Officer

### 1. Introduction to Chest Heart & Stroke Scotland

# NO LIFE HALF LIVED

Everyone has the right to live life to the full. After a diagnosis of a chest or heart condition or a stroke, many people experience fear and isolation and struggle with the impact on their lives. Chest Heart & Stroke Scotland won't stand for that. The care and support we deliver every day ensures everyone can live the life they want to.



**Our Vision:** welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time and in the right place. A place where you can shape your future and live the life you want to lead.

**Our Mission:** welcome to a community where people can support each other, secure the expert help they need and collectively advocate for the care that matters to them. Welcome to the charity that never underestimates the power of a cup of tea, a conversation started, a recovery begun.



No Life Half Lived means we need to listen to people with our conditions and deliver well for them. We have identified **four goals** to get us there.

We will place our focus on **addressing the unmet needs** of people with our conditions - social, emotional, and physical - across all Scotland's communities.

We will be **led by our people:** people with lived experience of our conditions, their families & carers, friends, colleagues and healthcare professionals.

We will **secure the funding required to deliver via a diverse income portfolio that is consistent with our values** and ethical approach.

We will be **effective and accountable** in all that we do.

We have developed **six values** to guide us in delivering against our goals:

**Agile:** we will be able to adapt to the needs of our people and the environment we work in.

**Innovative:** we will look for improvement in what we currently do and be creative in developing new services.

**Inclusive:** we will adopt a human rights based approach to our work and ensure we are accessible.

**Accountable:** we will take ownership for our work and hold decision makers to their responsibilities.

**Collective:** we can only achieve our goals by working together and learning from each other.

**Courageous:** we will say what needs to be said and do what needs to be done to meet our goals.



## 2. Job Purpose

Provide managerial resource between the Head of Supporter Fundraising and the operational team by being responsible for all operational fundraising for the South Community and Events team;

- line manage any assigned supporter team members and report to Head of Supporter Fundraising on their progress and performance;
- maximise all forms of income and support for Chest Heart & Stroke Scotland;
- develop public awareness of CHSS and its aims;
- develop new areas of income and support;

## 3. Key Challenges

CHSS has set itself an ambitious target to double fundraised income over the next five years. To deliver this growth, we have identified four key areas, including the growth of community fundraising through the creation of volunteer fundraising groups, something we have not done before. This role will be responsible for the operational management of the South Community and Events team whilst working with the Head of Supporter Fundraising and the Regional Manager North to develop volunteer fundraising groups. The key challenge will be in introducing a new form of fundraising and working across departments to ensure its success whilst maintaining income from current sources.

## 4. Key Tasks

- To ensure the South Community and Events team has all the tools and training to promote and encourage fundraising within the region. Including the recruitment of fundraising and event volunteers to enable fundraising and events to be as effective as possible; ensuring Investors in Volunteers standards are maintained;
- To develop new areas of income and support and contribute to the development of new ways of doing things to better meet directorate goals;
- To develop, with the Head of Supporter Fundraising and North Fundraising Manager, the strategy to develop volunteer fundraising groups; and work with all members of the

community fundraising team to deliver one group in each area (east, west, north and north east) by the end of 2019-20;

- To develop Community Corporate fundraising within the region in collaboration with Partnerships Manager;
- To support the Head of Supporter Fundraising in the management of events, including the line-management of the South events team (including CHSS organised and third party events) and attendance on the day with all physical tasks that may involve;
- To line manage direct reports, including supervising their support, development and appraisal; report their progress and performance on a regular basis to the Head of Supporter Fundraising;
- Work with the Head of Supporter Fundraising to develop suitable budgets to meet Supporter Fundraising team and region income growth goals. Responsible for achieving targets, regularly monitor and report progress against budget and put in place mitigations when required.
- To use the 'Raiser's Edge' fundraising database to manage all potential and realised fundraising contacts across all programmes; work with the Systems Officer to ensure all processes are as streamlined as practicable across the team, and receive ongoing training and development in systems across the team;
- To deliver effective media relations and marketing, working with the CHSS Marketing & Design team and the wider Communications Department to mutual advantage; work with any other marketing resources effectively;
- To ensure compliance with any relevant Institute of Fundraising Codes of Practice and CHSS policies across all programmes and areas of responsibility; ensure compliance with all accounting procedures for the recording of income, current legislation and CHSS administrative procedures;
- To build and maintain links with CHSS staff & volunteers; play a full part in the workings of the charity at supporter and organisational level and have a good knowledge and understanding of the work of other departments;
- Other duties as directed by the Head of Supporter Fundraising.

## **5. Key Results/Objectives**

### **a) Fundraising:**

- Achieve assigned tasks and targets (financial or otherwise)
- Development of relationships within the supporter community, including corporate
- Management and development of any assigned events and special programmes

### **b) Management:**

- Successful management of Direct Reports, including Support & Development and appraisals
- Quality of feedback given to Supporter Fundraising Manager on Direct Reports' performance
- Scale of recruitment, development and retention of volunteers in the area

### **c) Teamwork:**

- Support for team members in developing volunteer fundraising groups
- Collaborative working with the Partnerships Team (Corporate & Trusts)
- Contribution to strategic development of the team

- Contribution to the department
- Development of relationships with CHSS staff and volunteers
- Understanding of the work of other departments of the Charity

d) Personal:

- Positive, effective and collaborative personal working style with attention to: Customer Focus, Communication, Flexibility, Team Working, Interpersonal Skills, Initiative/ Responsibility taking, Inclusiveness, Decision making, Leadership and Partnership Working
- Appropriate judgment and use of diplomacy
- Demonstration of cost control, knowledge of relevant IoF standards & CHSS procedures
- Productive use of time, prioritising the workload effectively

## 6. Dimensions

Budget responsibility: the post-holder will be responsible for planned direct expenditure of c £95,000.

Staffing responsibility: the post-holder is currently responsible for a team of six.

**Internal contacts:** Regional Fundraising Manager (North)  
Partnerships Team  
Systems Officer  
Other members of the SFR team  
Tribute Funds Manager  
Head of Volunteering  
Communications Department, including Marketing & Design team  
Head of Donor Care  
Senior Fundraising Administrator (events)

**External contacts:** Supporters and volunteers  
Regional businesses  
Suppliers (including local authorities and emergency services)  
Event partners

*The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.*

## Person Specification

	Essential	Desirable
<b>Education and Knowledge</b>	<p>Full membership of the Institute of Fundraising or similar experience;</p> <p>Evidence of continuous professional development in either fundraising or marketing;</p> <p>Understanding and awareness of the key issues affecting community and events fundraising including knowledge of relevant regulations (GDPR, Code of Fundraising Practice, Health &amp; Safety).</p>	
<b>Previous Experience</b>	<p>A proven track record in fundraising;</p> <p>Experience in community fundraising;</p> <p>Experience of events management, including Health &amp; Safety;</p> <p>Experience of supporting or supervising team members;</p> <p>Experience of managing volunteers;</p> <p>Experience of Raisers Edge or similar CRM system</p>	<p>Experience of recruiting and developing volunteer fundraising groups</p>
<b>Skills Aptitudes Abilities</b>	<p>A good communicator (face-to-face, presentations, etc) with the ability to create and maintain relationships across all levels;</p> <p>Excellent networking and negotiation skills;</p> <p>Good personal organisation and time management skills, including the ability to initiate activities, be self-motivated and work to tight multiple deadlines;</p> <p>An innovative attitude - willing to try new things and learn from experience;</p> <p>The commitment and tenacity to drive fundraising forward.</p>	
<b>Disposition</b>	<p>Commitment to ethos of the voluntary sector;</p> <p>Commitment to equal opportunities.</p>	
<b>Other</b>	<p>Willingness to travel throughout Scotland and often work unsocial hours, including evenings, weekends and overnight stays;</p> <p>Able to carry out physical work in adverse weather conditions ;</p> <p>Current manual driving licence and access to own transport with appropriate insurance.</p>	

## Summary of Terms and Conditions of Employment

<b>Term:</b>	Fixed Term (one year)
<b>Salary:</b>	Grade 3i, Scale Points 32-40, £29,696 - £36,738 per annum / pro rata
<b>Hours of work:</b>	32.5 hours per week (CHSS full-time is 32.5 hours)  Willingness to work flexibly including travel and, on occasion, to stay away from home
<b>Review of Work:</b>	The postholder is subject to the CHSS objective setting, supervision and appraisal process.
<b>Travel:</b>	You will be required to use your own car on CHSS business, which is reimbursed at the current rate per mile. All other reasonable travel, subsistence and other necessary expenses are reimbursed.
<b>Annual Leave:</b>	CHSS leave year runs from 1st April to 31st March. Employees are entitled to 36 days annual leave in their first year of service (including public holidays). An employee will be awarded one extra day's annual leave for each complete year of service up to a maximum of 42 days (including public holidays). These allowances are pro-rated for part time employees and further pro-rated for those who join or leave CHSS during the leave year.
<b>Pension scheme:</b>	<p>CHSS offers a Group Personal Pension Plan, which has been established with Aviva. The Plan is a money purchase arrangement. You can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS. The emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life.</p> <p>Employee's and Employer's Contributions are paid on the portion of the employee's salary which is above the National Insurance contributions threshold (the Lower Earnings Limit). Employees who meet the relevant criteria are "automatically enrolled" in the scheme.</p> <p>There are also schemes which provide death-in-service benefit and permanent health insurance.</p>
<b>Equal Opportunities:</b>	CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.