

## JOB DESCRIPTION



---

<b>Job Title</b>	<b>Fundraising Officer</b>
<b>Team</b>	<b>Fundraising Team</b>
<b>Location</b>	<b>Hybrid, with two days per week in either Northampton or Bristol regional offices.</b>
<b>Reports to</b>	<b>Senior Fundraising Officer</b>
<b>Salary</b>	<b>£21,000 - £28,400 gross per annum depending on experience plus pension and benefits</b>
<b>Duration</b>	<b>Permanent</b>
<b>Normal Working Hours</b>	<b>36 hours net per week</b>

---

The 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 during the pandemic through 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 6 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 the *Pinnacle* 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.

### **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)

### **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 also expect our staff to share this commitment.

### **Person Specification: Fundraising Officer**

#### **1. Top 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.

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

#### **2. Further Essential Criteria**

	<b>Essential Criteria</b>	<b>How this will be assessed</b>
<b>1</b>	Excellent attention to detail and ability to work to tight deadlines	<b>I</b>
<b>2</b>	Ability to create and maintain positive working relationships with CCT staff and external stakeholders.	<b>I</b>
<b>3</b>	A creative flair that can be harnessed into practical, improvements to fundraising processes.	<b>I</b>

### 3. Desirable Criteria

	<b>Desirable Criteria</b>	<b>How this will be assessed</b>
<b>1</b>	Educated to degree level	<b>A</b>
<b>2</b>	Membership of the Chartered Institute of Fundraising	<b>A</b>
<b>3</b>	Available to work out of hours if required	<b>I</b>

### Information on assessment methods

<b>Code</b>	<b>Assessment method</b>	<b>This means...</b>
A	Application	You need to provide examples and evidence as to how you meet these criteria in your application.
I	Interview	You will be asked competency-based questions around this criteria at the 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 these 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 with matched contributions of 26.6% - 27.1%
- 27.5 days annual leave provision
- 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
  
- reward of performance and an annual salary review
- subscription allowance to a professional body
  
- 20% staff discount on Champing at CCT sites

## **Applications**

If you would like to apply for this role, please visit our website. You will be directed to our online recruitment system. 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 **9am on Monday 27<sup>th</sup> February 2023**.

Interviews will be held on **Tuesday 7<sup>th</sup> March 2023** via **Teams**. Please note that the interview dates have been specifically chosen according to the availability of the panel.

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 a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please email [recruitment@thecct.org.uk](mailto:recruitment@thecct.org.uk).

***The Churches Conservation Trust is committed to a policy of equal opportunities.***