



## JOB DESCRIPTION

### Fundraising Officer (Stewardship)

- General:** The Rose Road Association has been working with children, young people and their families from across Hampshire and the surrounding counties since 1952. The children who attend The Association have multiple and complex health conditions.
- The range of services provided includes activity schemes, residential short breaks, family information and advice services and community support to families in Hampshire and surrounding counties.
- Responsible to:** Community and Individual Giving Manager
- Hours:** 25 – 37 hours per week (part time and job share requests considered). We would love to hear from you about how you could work flexibility to make this role work for you.
- We are a flexible employer and will accept requests for alternative working models and patterns, such as requests for part home working, part time hours, condensed hours and reduced hours in the school holidays.
- There will be some evening and weekend work included in this as we do need our team to all help to cover events and we operate a TOIL system.
- The ability to travel to Southampton is a must for some office days and events.
- To chat through the role and the options for flexible working please call Beth Rogers, Head of Fundraising and Communications on 02380 721248.
- Purpose:** The stewardship of our donors and supporters is fundamental to the success of our fundraising here at Rose Road. This role will play a vital part in growing our income streams. You will work with our individual, community and corporate donors in order to maximise the potential of all opportunities.
- You will support our Community and Individual Giving Manager with a busy community fundraising programme by leading on the delivery of some of our community fundraising functions such as our attendance at

3<sup>rd</sup> party events and our ambassador engagement events. You will also support with our individual, regular and legacy giving campaigns alongside our Communications and Marketing lead. Additionally, you will support the team with financial processing, record management and administrative tasks.

We are looking for an excellent relationship builder. You will lead on the delivery of our donor stewardship across all income streams ensuring you work to inspire and motivate our supporters by telling our story passionately e.g. through robust and engaging thank you letters.

We are looking for a people person, who has a natural curiosity to find out more about the people who support us, work for us and use our services, and is passionate about telling these stories. This is the perfect role for a candidate looking to develop in the fundraising and events sector. We can promise great support, lots of training and the opportunity to grow, develop and progress.

We welcome candidates from all sectors and backgrounds, if you believe you can make a difference in this role to the families we support at Rose Road, we would love to hear from you.

**Main Tasks:**

1. To deliver our programme of Community Fundraising Activities, including our attendance at community events, our attendance at fetes, fairs and festivals, and supporting 3<sup>rd</sup> party event organisers, this will include using our event templates and processes to ensure excellent pre-event planning and on the day delivery. You will consider our geographical and thematic areas of interest, and ensure our activities are accessible, and reflective of our community, and actively seek out new opportunities in these areas.
2. Support our Community and Individual Giving Manager to coordinate, manage and develop our relationships with community groups and organisations.
3. Support our Community and Individual Giving Manager and Communications and Marketing lead to deliver our individual giving, regular giving and legacy campaigns and increase income in these areas.
4. Manage the fundraising inbox and act as a first point of contact for donors and supporters on the phone and in person.
5. Manage our collection box sites and the collection box process, including ensuring timely collection of full boxes, thanking and maintaining our relationships with current sites and engaging new ones.
6. You will use our CRM, Donorfy (training provided), to deliver excellent stewardship to all donors and supporters. You will ensure all thank you

letters are completed in a timely manner, the database is kept up to date and utilised and take ownership of managing our ambassador, member and VIP lists, ensuring we are always GDPR compliant in our use of data with support from our organisational Data Lead.

7. We are very lucky to be supported by a team of office volunteers, ambassadors and members. You will support your office volunteers in their roles by providing regular catch ups, training and guidance when needed. We also have number of community volunteers, and you will lead on engaging this group with regular face to face meet ups and develop a plan to grow and support this group with their fundraising ideas.

8. Processing finances is a key element of all fundraising posts at Rose Road, and you will assist with counting cash, banking and recording income. Accurate recording of donors and supporters' details on our CRM system in line with GDPR regulation will be essential.

9. Be creative. We have a small marketing and communications team (1 part time person!), and so we encourage you to create content, social media assets with help from your colleagues.

10. Be curious. The Fundraising Department at Rose Road, like most charities, is very busy. Currently, we don't always have the time to be curious and find out more about our partners. A key part of the Stewardship process you develop will be to have regular conversations, catch ups and communications with our supporters. There is an expectation that this will be face to face, on the phone, online, via networking events and opportunities and only in some cases via email.

**General Duties:** Working collaboratively and supportively with other team members to contribute towards departmental goals. This will include mentoring and supporting volunteers and being an enthusiastic and motivated contributor to meetings, sessions and training.

Ability to manage and attend some events out of hours.

Undertake any other reasonable duties as required in support of the organisation. Including working collaboratively with other departments across the association in order to build relationships and support the organisation.

Work always in line with our organisational values:

**We are Trustworthy** - We build trust with the children, young people and families, we support – as well as our partners - by being dependable, reliable, and accountable in all that we do.

**We are Kind** - We understand, value and respect the unique needs of the people that we support. Providing care and support with kindness, compassion and empathy.

**We are Open and Honest** - We foster and actively encourage an honest and open-minded culture and are transparent in both our decision making and communication.

**We are forward thinking** - We are committed to providing the highest quality of care, constantly seeking new collaborative and creative ways to deliver our services – encouraging everyone to be ambitious and achieve their goals.

**We are professional** - Flexible and agile in our approach, we uphold the highest professional standards to meet the needs of our children, young people, and their families

Ability to manage and attend some events at weekends and in the evenings. This will be on a rota basis, helping to represent Rose Road at events, and manage volunteer and event crews. This could be manning a stall at a festival or taking the lead at an event such as our annual Carols by candlelight service.

<b>Conditions &amp; Annual Leave:</b>	The Rose Road Association is an equal opportunities employer. All staff undergo annual appraisal. Normal Association conditions of service apply. 25 days annual leave per annum (pro rata), rising to 28 days after 5 years continuous service.
<b>DBS Check:</b>	This post will be subject to an Enhanced Disclosure by the Disclosure & Barring Service.
<b>Salary:</b>	£25,000 pa - £27,500 pa
<b>Closing Date:</b>	2 <sup>nd</sup> June 2025
<b>Interview Date:</b>	11 <sup>th</sup> June 2025
<b>Start date:</b>	ASAP

**Want to find out more:**

Please feel free to call our recruiting manager for a chat Beth Rogers (Head of Fundraising & Communications) on 023 80721248.

**How to Apply:**

Visit [www.roseroad.org.uk/jobs](http://www.roseroad.org.uk/jobs) to complete an online application form or contact Human Resources on [humanresources@roseroad.org.uk](mailto:humanresources@roseroad.org.uk) or 023 8072 1234

## PERSON SPECIFICATION

Requirements	Essential	Desirable
<b>Qualifications</b>		
If you have a relevant professional qualification, training or equivalent experience qualification tell us about it. If you don't have a degree, we still want to hear from you. Your values and experience matter more to us #NonGraduatesWelcome		x
<b>Knowledge and Skills</b>		
Ability to plan effectively to meet deadlines and manage a variety of tasks, with a high attention to detail	x	
Articulate with strong written, verbal and presentation skills		x
Experience of providing reports to monitor engagement and/or income		x
A people person who can adapt their communication style to suit a range of audiences	x	
Able to maintain relationships and build new ones with a range of audiences	x	
Be able to work on own initiative whilst remaining an effective team player	x	
Maintain a flexible approach to the role and adapt to changing priorities	x	
Advanced user of Microsoft Office and fundraising database (or similar) experience	x	