

Job Description

Our charity

We're Breast Cancer Now, the charity that's steered by world-class research and powered by life-changing care. We're here for anyone affected by breast cancer, the whole way through, providing support for today and hope for the future.

If we all act now, by 2050, we believe everyone who develops breast cancer will live and have access to the care to live well.

Job title	Community Fundraising Executive
Directorate	Fundraising, Communication and Engagement
Team	Community and Events
Job title of reporting manager	Community Fundraising Products Manager
Job title(s) of direct reports	None
Document created (Month and Year)	October 2021

Overview of directorate

The Fundraising, Communications and Engagement Directorate is responsible for engaging new and existing supporters. Building relationships with them to enable us to provide the growing income Breast Cancer Now needs to deliver its vision that by 2050, everyone who develops breast cancer will live and live well. We look to develop long term, holistic relationships with supporters, maximising all the ways they can help – giving or raising money, volunteering, campaigning or helping share awareness messages.

Job purpose

To deliver excellent, personalised supporter care with our Community supporters to enable Breast Cancer Now to maximise net income and increase engagement.

Key tasks and duties

- Monitor and manage the Community inbox, phones and new online fundraising pages.
- Set up new supporters on the fundraising database, following set out processes.
- Work with the Central Community Fundraising Manager, other Community Fundraising

Executives and Supporter Care team to ensure central processes are being followed, are fit for purpose and optimised as needed.

- Support, steward, and maximise income from fundraisers. Optimise stewardship for the best possible supporter journey and triage higher value supporters to the Regional Community Fundraising Managers where appropriate.
- Build strong, long-lasting relationships to help drive retention with our supporters.
- Actively cross-sell fundraising and non-fundraising activities to supporters, ensuring the journey is personalised and appropriate for them.
- Send out fundraising materials and assist the Community Fundraising Team in supporting our key supporters and their activities as agreed.
- Assist with the delivery of our 'Fundraising Pack Request' marketing, automated supporter communications, materials and resources.
- Support the Regional Community Fundraising Managers with account management of charity partners, attend meetings, and support fundraising events, and golfing products.
- Thank all supporters in a timely and personalised way, within timelines set as KPIs.
- Be an ambassador at events, ensuring that the charities profile and reputation are enhanced.
- Maintain and develop knowledge of Community fundraising, including networking with other charities and attending sector events as appropriate.
- To adhere to Breast Cancer Now's Health, Safety and Wellbeing Policy and Procedure.
- Any other duties that are within the scope and remit of the role and as agreed with your manager.

Person Specification

Qualifications and Experience

It is **desirable** for you to have the following qualifications and experience:

- Of providing excellent customer/supporter care
- Of using a customer or supporter database system
- Knowledge of Community Fundraising and relationship fundraising

Skills and Attributes

It is **essential** for you to have the following skills and attributes:

- Excellent written and verbal communication
- Excellent relationship management skills; able to build new relationships from scratch over the phone, in person and in writing. Consistently develop and build on existing relationships with supporters and colleagues at all levels
- Strong project management skills; a logical and thorough planner with the determination to see tasks through to completion
- Excellent time management skills; able to manage a wide and varied workload, prioritising key tasks and ensuring that deadlines are always met
- Ability to work under pressure, keeping calm and thinking clearly
- Ability to listen, learn and improve within the role, learn from mistakes and speak up when the opportunities to improve are identified
- Ability to take responsibility and accountability for one's actions
- Excellent attention to detail
- Logical and analytical; able to record information consistently and accurately and pull key information
- Ambitious and determined, both personally for your own professional development and the organisation

Role Information

Key internal working relationships

You will work closely with the following:

- Colleagues within the Fundraising, Communications and Engagement Directorate

Key external working relationships

You will work closely with the following:

- A broad range of supporters, individuals, groups and volunteer committees
- Fundraising networks and wider charity networks

General information

Location of role	<p>Although the role is based in our London office, Breast Cancer Now will be following a blended approach between office and home working with a minimum of two days per week in the office for full-time staff members.</p> <p>The address of the office is: Ibex House, 42-47 Minories, London EC3N 1DY</p>
Hours of work	<p>35 per week, Monday to Friday, with the expectation of working out of hours as required for delivering the role, for example, community Group evening meetings, breakfast meetings, weekend challenge event activities etc.</p>
Contract type	<p>Permanent</p>
Medical research	<p>We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there are no alternatives.</p>
Conflict of interests	<p>You will be obliged to devote your full attention and ability to your paid duties. You should not engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.</p>
Immigration, Asylum and Nationality Act 2006	<p>You should not have any restrictions on your eligibility to indefinitely work or reside in the UK.</p>