

FUNDRAISING & COMMUNITY OFFICER

Full time / Part-time:	Full time
Reporting to:	Fundraising Manager
Salary:	£15,000-£20,000
Location:	Oxford, UK

Background

Viva is an international Christian development charity focused on mobilising people to work together for children at risk. We are connecting, training and supporting thousands of people and projects through 22 city-wide networks across Latin America, Africa and Asia. Together we are changing the lives of over 104,000 children around the world. See www.viva.org for more information.

Job Vision

In order to bring about change in the lives of more children, Viva needs to raise significant and regular income from a range of different donors. The Fundraising & Community Team (which sits within the Mobilisation Team) works to develop funding relationships with individual donors, including major donors giving at a high level, churches and corporates, focusing on donor acquisition, retention and development. The Fundraising & Community Officer will contribute to these objectives through project work and support to the Fundraising Manager, Community Manager and Global Head of Mobilisation, as well as performing other general office tasks that deliver internal efficiency and external representation.

Job Purpose

This role presents an opportunity for someone to play a key role in ensuring that these donor relationships flourish by acting as the first point of contact – by phone, email, letter or in person in the office – to many of Viva’s supporters, providing administrative support and coordinating some fundraising activities.

Key Responsibilities

Fundraising & Community Team Support

- To give support to the Fundraising and Community Managers particularly in the area of donor care and administration, as well as being involved in coordinating projects:
 - Give excellent and proactive donor care to Viva’s supporters (particularly individuals, churches and corporates) through letter writing and phone calls
 - Coordinate with team Managers the Christmas Appeal (including Viva Christmas Parties)
 - Help organise Viva-run events, or Viva’s presence at external events
 - Coordinate the implementation of mailing campaigns (mail merging letters in bulk, liaising with printers and mailing houses)
 - Ensure that fundraising records are kept up-to-date, accurate and comprehensive
 - Check direct debits and standing orders and follow up anomalies swiftly
 - Play a key role in the maintenance and development of the CRM fundraising database

To give wider coordination support across the Mobilisation Team:

- Be the first response to external telephone calls
- Open and distribute post
- Respond to general enquiries for information and/or pass to the relevant staff member
- Monitor materials stock and re-order as necessary
- To line manage generic mobilisation team volunteers
- Be a point of greeting for visitors to the office and provide hospitality as appropriate for key internal meetings / events
- Give general support when required

Global Mobilisation

- To give support to the Global Head of Mobilisation in coordinating:
 - Global Mobilisation reporting for Senior Management Team and Trustees; involving the collation of data and narrative reports from across the Mobilisation regions (monthly & quarterly)
 - Global Mobilisation Team meetings (annual)
 - General administration as appropriate (including arranging meetings, organising travel and updating records)
- Actively participate in the wider life of Viva (e.g. attending devotions, staff away days).

Personal Specification

(E) Essential (D) Desirable

With profound compassion for children and a strong faith foundation you will be a team builder with a desire to follow through your individual and collective responsibilities with quality and attention to detail. As the person most likely to welcome someone to Viva (face to face, by phone or email) you will bring professionalism to your work as well as to Viva's external relationships. You will be able to self-manage your own workload.

Qualifications

- Educated to degree level (D)
- Administrative / Project Management qualification (D)

Skills and Experience

Communication Skills and Experience

- Able to communicate effectively:
 - in writing, producing engaging and personalised letters and emails (E)
 - on the phone, setting up meetings, inviting supporters to events and following up queries (E)
 - face to face, providing a hospitable welcome to guests (E)
- Ability to relate to a wide range of people (E)
- Sensitivity to confidentiality (E)

Administration Skills and Experience

- High level of accuracy and excellent attention to detail (E)
- Proven administrative and organisational skills (E)
- Donor/customer care experience (particularly in supporter development) (D)
- Ability to prioritise and manage time effectively (E)
- Familiarity with using a CRM database (D)

- Ability to work under pressure and respond to deadlines (E)
- IT literate including use of Microsoft Office (E) advanced use of Microsoft Excel (D)
- Event organisation experience (D)
- Good numeracy skills (D)

General Qualities

- Identification with and sympathy for the Christian aims and values of Viva (E)
- Self-motivated, pro-active and flexible (E)
- Team builder (E)
- Demonstrates awareness of relationships in a Christian context and sensitive to working with people from different cultural contexts (D)

Terms and Conditions of Employment

The post will be located at the Oxford offices in the UK. Annual performance appraisals are undertaken. It is a requirement of all staff to be familiar with the contents of the Staff Manual, including the Values and Code of Conduct of Viva, the Child Protection Policy and to comply fully with the policies contained therein.

Holiday: 33 days per annum, including 3 compulsory days and 8 public holidays
 Pension: Optional Stakeholder Pension Scheme
 Sick Pay: In accordance with internal policies and the requirements of SSP

Contact

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