

Community and Volunteering Fundraiser - Job description

Role information

Department: Fundraising

Job Title: Community and Volunteering Fundraiser

Grade: D

Responsible to: Fundraising & Volunteering Manager

Date: June 2025

Purpose of the job:

To support the growth of community fundraising income through targeted local engagement, supporter recruitment and volunteer involvement. This role helps raise awareness of Family Fund within targeted communities, driving regional fundraising income through events, partnerships, and creative initiatives.

Duties and responsibilities

Community Fundraising:

- Achieve agreed regional fundraising KPIs and contribute to meeting overall annual fundraising budgets and targets.
- Proactively identify, recruit and support fundraising individuals, local companies and families to create targeted community groups.
- Promote Family Fund fundraising products, campaigns and initiatives across a defined region.
- Build relationships with local businesses and supporters to encourage and sustain donations.
- Attend and represent Family Fund at regional community events to increase visibility and engagement.
- Work with internal teams to adapt and localise campaign messaging for the region.
- Maintain excellent supporter stewardship, encouraging repeat fundraising and deeper involvement.

Volunteering:

- Assist with the recruitment and coordination of regional fundraising volunteers.
- Support volunteers to deliver local fundraising events and activities.
- Contribute local knowledge and ideas to the wider volunteering strategy.
- Help create a welcoming and inclusive environment for all volunteers.

Processes and Procedures

- Maintain accurate records of supporter and volunteer activity using the CRM system.

- Provide regular reports, updates and input for forecasting as required.
- Ensure all fundraising is compliant with the Fundraising Regulator's Code of Practice and relevant legislation.

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General

- Collaborate with colleagues across the organisation to ensure fundraising activity is well-integrated.
- Build a strong understanding of Family Fund's services to confidently represent the charity externally.
- Keep informed of current trends and best practices in community fundraising.
- Undertake other duties as required to support the Fundraising and Volunteering Team.

Person specification

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Experience

- Proven track record in fundraising role or significant relevant volunteering or sector experience.
- Experience working with multiple external stakeholders and a wide range of supporters/customers.
- Managing multiple work streams and competing priorities.
- Working towards agreed targets with a good level of autonomy.

Desirable

- Working with volunteers.

Skills, knowledge, and abilities

- Excellent level of computer literacy with a working knowledge of Microsoft Office products.
- Excellent oral communication skills and the ability to engage and build relationships with a wide range of stakeholders.
- Strong influencing and negotiating skills.
- Ability to manage multiple projects/partnerships and prioritise accordingly.
- Ability to work independently and communicate well with colleagues across departments
- Excellent organisational and time management skills – planning and managing diverse workload with the ability to meet deadlines.
- Ability to hit the ground running.

Professional membership

Desirable

- Member of the Institute of Fundraising

Personal attributes

- A self-starter who can self-motivate and is well organised and proactive.
- Flexible, adaptable and resilient to work demands and change.
- Willingness to travel and work outside of normal office hours when required.
- Commitment to Family Fund's values.
- Commitment to equity, diversity, inclusion and fairness for all.
- Commitment to safeguarding.