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## Job Description: Fundraising Officer

### JRS Mission and Work

The Jesuit Refugee Service (JRS) is an international Catholic organisation, at work in over 50 countries with a mission to accompany, serve and advocate on behalf of refugees and other forcibly displaced persons. JRS in the UK has a special ministry to those who find themselves destitute as a consequence of government policies, and those detained for the administration of immigration procedures. JRS UK runs a Day Centre, recreational activities and hosting scheme (*At Home*) for destitute asylum seekers, detention outreach services to Heathrow IRC, and a specialist legal advice service. The work of JRS UK is carried out in collaboration with other JRS offices around the world, other Church and secular organisations, voluntary and governmental, which are active in the same field.

### JRS values

JRS is grounded in Catholic social teaching and draws on the charism and principles of Ignatian spirituality. Staff and volunteers share a common set of values concerned with justice and the dignity of the person. As a Jesuit work, participative discernment and reflective practice are part of our ethos. If the successful candidate is not familiar with the spirit and charism of the Jesuits, there will be the opportunity to develop it through training, workshops and days of retreat.

### The Fundraising Officer

JRS UK is seeking to recruit an experienced Fundraising Officer on a part-time or full-time basis to develop our fundraising, with a particular focus on individual giving. The postholder will work as part of a small Communications and Outreach team reporting to the Communications and Development Manager.

The role seeks to develop JRS UK's individual giving portfolio UK, both through regular giving and one-off donations. This will involve acquiring new donors and working with the wider Communications and Outreach Team to develop an engaging donor journey, which encourages long-term support of JRS. The Fundraising Officer will be responsible for the end-to-end delivery of individual giving activity across a range of channels and for recruiting, stewarding and retaining supporters of JRS UK.

The Fundraising Officer will need prior experience of creating and delivering successful campaigns to grow income, utilising both traditional and digital techniques. Excellent communication skills and the ability to speak and communicate confidently to supporters is essential.

This role comes at an exciting time in JRS UK's history as the organisation looks to increase awareness of its work, with ambitious plans to grow voluntary income. The Fundraising Officer will play a pivotal role in ensuring JRS UK diversifies and stabilises its income streams, ensuring the organisation can continue to accompany and support refugees and those who are forcibly displaced.

JRS UK aims to pay close attention to the experience of refugees it accompanies and all its external communications give priority to their voices, taking care to portray refugees as people with dignity, gifts, joys, hopes and sorrows. JRS UK fundraising activity fits within these broader ethical communications guidelines.

## Responsibilities

### Income generation:

- Establish and steward an effective individual giving portfolio, including regular giving products and stand-alone appeals;
- Agree and evidence income targets with the Communications and Development Manager and the Director;
- Regularly report on fundraising progress;
- Ensure all fundraising activity is in-keeping with the IOF Fundraising Code and is compliant with fundraising regulations;
- Ensure all fundraising activity is in keeping with JRS UK's values and guidelines around the portrayal of refugees.

### Donor engagement and stewardship:

- Work with the Communications Team to develop a donor journey that ensures long term support from individuals;
- Public speaking on behalf of the organisation will be expected, and will be supported by other members of the Communications and Outreach Team;

### Volunteer Management:

- Recruit, train and manage volunteers as needed, with support from the Communications and Development Manager.

### Donor data management:

- Identify, research and record potential donors for JRS UK;
- Synthesise and organise relevant donor information and records through the JRS Donor Database (Salesforce);
- Ensuring that individual donor contacts and activity are accurate kept up-to-date on our donor database (Salesforce);
- Ensure that all personal data is gathered, held, and used in-line with relevant data protection regulations.

### Supporting Strategy:

- Contribute to the development of an organisational fundraising strategy, with a specific focus on individuals;
- Ability to plan, implement and measure impact of donor acquisition and donor engagement strategies;
- Support the Communications & Development Manager to start a fundraising working group, who will act as a sounding board for new fundraising initiatives and open doors to new income streams;

### Other

- To undertake such other duties and responsibilities as the Communications and Development Manager or Director may from time to time request. JRS UK is a small team and all staff are occasionally called upon to support the work of others.

## Person specification

### Essential

- Must have sympathy and congruence for mission and values of JRS;
- Positive, approachable and professional, with a 'can-do' attitude;
- Work with integrity, impartiality, fairness and the ability to respect confidences;
- Minimum 3 years' experience of working in an active fundraising team;
- Proven experience of running fundraising appeals;
- Experience using a donor management database/CRM, preferably Salesforce, and training others to ensure accuracy of data;
- Experience of building strong and effective relationships with existing donors, potential supporters and other stakeholders;
- Competent and comfortable using e-mail and social media platforms (e.g. Mailchimp and Hootsuite);
- Excellent attention to detail and accuracy;
- Excellent organisational skills used in planning own work and ability to work to targets and deadlines;
- Excellent written and oral communication skills;
- Ability to write persuasively and succinctly to inspire;
- Numerate, particularly in preparing budgets for appeals;
- Working understanding of GDPR and other relevant legislation;
- High standard of computer literacy (Microsoft Word, Outlook, Excel, PowerPoint, databases);
- University educated to 2:1, or relevant work experience.

### Desirable

- Previous organisational or individual membership of CharityComms or the Institute of Fundraising;
- Experience of accompanying refugees, asylum seekers or vulnerable individuals;
- An ability to think strategically and creatively in terms of identifying useful sources of funding;
- Understanding and experience of event planning and management.

### Key relationships

- Reports to the Communications and Development Manager;
- You will need to build relationships of trust with refugees served by JRS;
- You will build strong relationships with donors to JRS UK;
- You will need to build strong working relationships with JRS UK staff and volunteers.

**Duration:** 18 month fixed-term contract; potentially renewable

**Location:** Wapping, London

**Salary:** £26 – 29K pa *pro rata*; full time or part time

**Pension:** Additional 10% of salary of employer's contribution

**The person must be permitted to work in the UK; (JRS UK is not able to obtain a work visa for this post).**