



JOB DESCRIPTION

Job Title: Fundraising Events & Community Engagement Assistant (**Maternity cover**)

Department: Fundraising & Trading

Reports to: Corporate Partnerships Manager

Location: Office based, 60% in office in Bath with flexible working around core hours

Salary: £25,001

Hours: 5 days per week

About BCDH

Every cat and dog should enjoy a healthy life and a happy home. Through advice and support in our community, to rescue, rehabilitation and rehoming at our centre, we positively transform the lives of pets.

1. Purpose of the job

To provide support across all fundraising activity, with a particular focus on corporate partnerships and community fundraisers, by delivering and developing an engaging programme of in-house and third-party events, and exceptional customer care and stewardship.

2. Principle tasks

- To provide first class customer care and stewardship to supporters, community groups, staff and volunteers as required.
- To build relationships across the charity and stay up to date on our work in order to develop engaging events and respond efficiently to queries from partners and supporters.
- To work with the Partnerships Manager to identify potential new community and corporate partnerships, and to develop new events.
- To create engaging communications and continually improve our supporter experience.
- To work closely with the Partnerships Manager to research, plan and deliver annual and ad hoc events, including the Bath Half Marathon, and to work with the marketing and communications team to develop motivational marketing materials and communications.
- To co-ordinate and deliver regular and ad hoc tours of Bath Cats and Dogs Home, in collaboration with other teams, which will include organising animal care and behaviour demos, delivering talks to groups of supporters and following up with stewardship to ensure financial support for the Home in our local area.
- To support our volunteer community fundraisers and ensure they have the information and resources they need to meet income targets and be ambassadors for the charity.

- To manage bookings, logistics and provide support for groups taking part in Corporate Volunteering Days.
- To process, code and reconcile donations for the Fundraising team in liaison with the Finance team.
- Ensuring all supporter data and correspondence is accurately and securely recorded and retained in compliance with GDPR and charity law regulations at all times.

General

- To carry out other duties as requested by Head of Fundraising & Trading
- To manage volunteers

3. Knowledge, skill and experience

Professional/Technical Qualifications/Skills:

Excellent IT and administration skills, experience and proficiency with Microsoft Office

b) Competence/ Experience:

Experience - Essential

- Experience of managing or supporting delivery of events
- Experience of managing multiple tasks to deadlines and prioritising own workload
- Experience of dealing with supporters/customers face to face or by telephone
- Excellent verbal and written communication skills
- To have a methodical approach to work with the ability to initiate, implement and complete tasks to a high standard and with minimum supervision
- Enthusiasm, energy and the ability to work under own initiative and as part of a team.

Experience - Desirable

- Experience of working or volunteering in the not for profit sector
- Experience of using a charity CRM or customer database
- Experience of public speaking
- An understanding of animal welfare issues in the UK
- Awareness and appreciation of diversity and the ability to communicate with people from diverse backgrounds
- Team focused and collaborative but also self motivated and able to work alone
- Appreciation of GDPR and security of personal data

4. Organisation

Bath Cats and Dogs Home, operated by RSPCA Bath & District Branch

5. Job Context

Work is carried out within general guidelines in accordance with the RSPCA Licensing Scheme and other relevant Branch policies and procedures.

6. Additional information

- We would prefer a full driving license – if you do not own a vehicle we have a van available when required.
- Ability to work varied hours, including some evening and weekend commitments.
- Commitment to Bath Cats and Dogs Home's values and a working style that reflects these