



# Fundraiser

## Job pack

Thanks for your interest in working at Citizens Advice Eastleigh. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Eastleigh
- The role profile and personal specification
- Terms and conditions
- What we give our staff

### Want to chat about this role?

If you want to chat about the role further, you can contact Annabella Crawford by emailing [ceo@caeastleigh.org](mailto:ceo@caeastleigh.org) or calling 02380 642699

## Our values

**We're inventive.** We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We're responsible.** We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

## 3 things you should know about us

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

## How Citizens Advice Eastleigh works

We provide information and advice to residents of our area by telephone and email and in person at our office in the centre of Eastleigh and at our 3 outreaches. Most of our advisers are volunteers, and we have specialist debt and welfare rights caseworkers supported by a team of supervisors

## Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around

300 local Citizens Advice members.

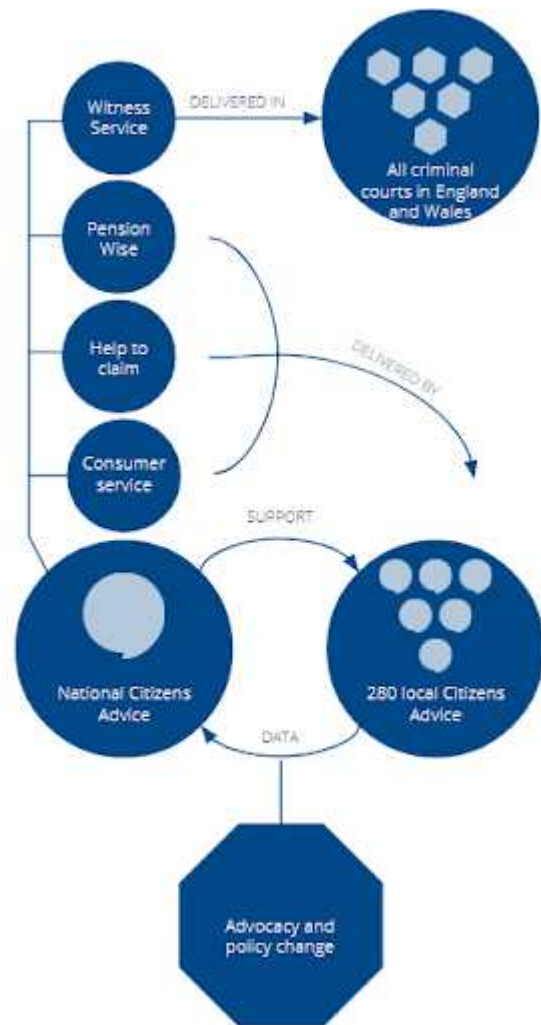
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



## The role

Citizens Advice Eastleigh are looking for an experienced and diligent trust fundraising professional, who can work with us to secure funding from private and statutory grant-making organisations, ensuring a robust multi-year funding base for our important work with our community. There is considerable scope to be an important contributor to the success of our fundraising operations. You will leverage our reputation for delivering high-quality advice across numerous topics and client groups to generate new sources of funding so that we can grow our service.

Reporting to the Chief Officer, this role isn't simply about generating income; it also involves building value-driven, long-term relationships with grant-making organisations, local companies and those who are involved with them.

You will bring experience of a similar role and be confident to research funding opportunities, write applications, and manage the end-to-end process with trusts and grant-making bodies to achieve income targets.

We are focused on supporting and investing in our employees. The traditional office-based, '9 to 5' working day doesn't work for everyone so some flexibility in contracted hours and hours of work may be possible. If you're the right person for this role, we will work with you to find the right working model.



## Role profile

- ☒ Passionate about the outcomes we achieve for our clients and be aware of the charity's various priorities through the year
- ☒ Experienced in fundraising, with the ability to demonstrate past and continuous success
- ☒ Able to demonstrate strong bid writing skills for a variety of tendering and fundraising opportunities, along with great research and writing skills
- ☒ A clear communicator to a variety of audiences
- ☒ Confident to develop partnerships and to network and pursue opportunities.
- ☒ Able to prioritise and manage multiple deadlines
- ☒ A great team player
- ☒ A self-starter with a can-do positive attitude
- ☒ Ability to own a fundraising target



## Person specification

### Essential Criteria

- ☒ Ability to communicate effectively verbally and in writing to different audiences.
- ☒ Commit to, and work within, the aims, principles and policies of the Citizens Advice service.

## Desirable Criteria

- ☒ Demonstrable understanding of the issues facing our community, an up-to-date understanding of equality and diversity – its application to providing advice and the supervision and development of staff.
- ☒ Proven ability to develop and create positive working relationships with other organisations, pursue funding leads and broaden our support network.
- ☒ Proven ability to manage own time effectively and manage workload to meet deadlines.
- ☒ Proven ability to monitor and maintain delivery against agreed targets as well as monitor fundraising opportunities and make recommendations as appropriate.

In accordance with Citizens Advice national policy we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



## Terms and conditions

- Place of work: Nominally Eastleigh, but this opportunity is open to all, as the role can largely be performed remotely and through virtual meetings.
- Salary: £25,000 p.a. pro-rata for part-time - the role is 2 days per week.
- Hours: To be negotiated - flexible working hours are an option.
- Contract: 2 years fixed term, but may be extended subject to funding.



## What we give our staff

- 6% employer pension contribution

- Flexible working arrangements
- 24 hour access to well-being support
- A supportive, inclusive and hard-working atmosphere
- Easy access to line management support