

JOB DESCRIPTION

JOB DETAILS	
Job Title	Community Fundraiser
Reports to	Head of Income Generation
Band	Band 5
Department/Directorate	FORCE Cancer Charity – Fundraising Team

JOB PURPOSE
<p>The Community Fundraiser plays a key role within FORCE’s fundraising team, helping to generate vital income that enables the charity to support people affected by cancer.</p> <p>A central part of the role is nurturing strong relationships with individuals, community groups, and local organisations who are raising funds, providing excellent stewardship, ensuring they feel valued, well supported, and connected to the charity’s work.</p> <p>The postholder will also plan, develop, and deliver FORCE community fundraising initiatives and campaigns aimed at engaging people in the local community.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

<ul style="list-style-type: none"> • Develop and maintain strong relationships with supporters, volunteers, community groups, schools, local businesses and partner organisations, inspiring them and engaging them to actively support FORCE’s work. • Represent the charity at community events, cheque presentations, and networking opportunities. • Provide high-quality information, advice and stewardship to supporters, ensuring they feel valued and informed. • Plan, deliver and evaluate a portfolio of community fundraising initiatives, ensuring they are delivered on time, within budget, and to a high standard. • Coordinate logistics, risk assessments, volunteer involvement, and operational planning for fundraising activities. • Monitor project progress, identify risks, and implement solutions to ensure successful outcomes. • Maintain accurate records of fundraising activity, income, supporter data, and communications in line with GDPR and organisational policies. • Produce regular reports, updates and analysis to support planning, forecasting, and performance monitoring. • Support the development and implementation of fundraising plans, policies, and procedures. • Manage income and expenditure budgets for community fundraising projects. • Work with colleagues to develop engaging fundraising materials, social media content, and supporter communications. • Promote fundraising initiatives through appropriate channels to maximise participation and income. • Contribute to case studies, newsletters, and impact reporting to demonstrate the value of community fundraising. • Work collaboratively with colleagues across fundraising, finance, and support teams. • Support volunteers, providing guidance, training, and supervision where required. • Contribute to team meetings, planning sessions, and cross-departmental projects.
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- Some out of hours working will be required (time off in lieu). We are a small team and there will be times when we require you to represent the charity at events both during the day, in the evening and at weekends.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: FORCE Cancer Charity's Fundraising Team and at events.

No. of Staff reporting to this role: N/A

The post holder is required to deal effectively with staff of all levels, volunteers, supporters, members of the public throughout the charity as and when they encounter on a day to day basis

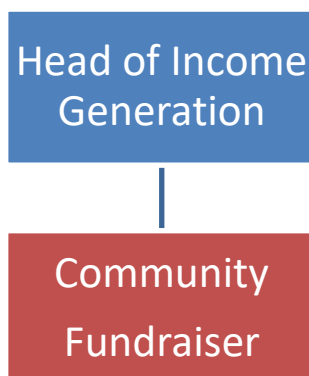
In addition, the post holder will deal with the wider community in which FORCE operates, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Fundraising Team • Friends of FORCE groups (FOF) • Finance Team • FORCE Volunteers • Other FORCE Support Centre staff 	<ul style="list-style-type: none"> • FORCE Supporters/ donors • Members of the public

ORGANISATIONAL CHART



FREEDOM TO ACT

- Work independently to plan and deliver community fundraising activities.
- Represent FORCE at events and meetings without direct supervision.
- Make decisions within defined fundraising guidelines and escalate high-risk issues.
- Work with autonomy, with work and priorities managed rather than supervised.

COMMUNICATION/RELATIONSHIP SKILLS

- Build and maintain positive relationships with supporters, community groups, schools, clubs, and local businesses.
- Deliver routine and bespoke presentations and talks to individuals, community groups, companies, organisations, ranging from small to large groups (potentially of 500+ people) about FORCE's services to motivate and inspire them to support FORCE.

- Communicate sensitive or personal information with empathy when engaging with people affected by cancer.
- Maintain regular communications with supporters, providing motivating and specialist fundraising information to enable and support them in their fundraising goals
- Encourage cooperation from volunteers and stakeholders to support fundraising activities.

ANALYTICAL/JUDGEMENTAL SKILLS

- Assess suitability and potential impact of different fundraising activities using a range of relevant information.
- Analyse and evaluate risks associated with fundraising activity, implementing mitigation measures and escalating concerns appropriately.
- Interpret supporter data and engagement trends to inform decision-making.
- Analyse a range of fundraising and community engagement options, comparing factors such as income potential, audience reach, resources and risk
- Apply judgement to prioritise fundraising activity in line with agreed objectives, targets and available resources.
- Monitor and review fundraising performance and identify where activities are not meeting agreed objectives, taking appropriate action to address issues or recommend improvements

PLANNING/ORGANISATIONAL SKILLS

- Co-ordinate a programme of multiple fundraising activities, campaigns and events with competing priorities and deadlines, involving multiple stakeholders
- Develop detailed project plans and budgets for the above activities, some of which may be complex and may involve + 500 stakeholders and are across multiple sites
- Plan and co-ordinate often complex logistics, including venues, materials, volunteers, and supporter communications.
- Monitor progress against plans, adjusting activity in response to changing circumstances and priorities
- Manage own diary and workload, balancing multiple projects simultaneously.
- Prioritise competing demands and adjust plans based on changing circumstances.

PATIENT/CLIENT CARE

- Provide compassionate, non-clinical support to individuals affected by cancer.
- Handle sensitive conversations with empathy and professionalism.
- Signpost supporters to FORCE services when appropriate.

POLICY/SERVICE DEVELOPMENT

- Implement FORCE policies, fundraising regulations, and data protection requirements.
- Propose improvements to community fundraising processes and supporter journeys.
- Develop community fundraising activity and plans in line with the income generation strategy.

FINANCIAL/PHYSICAL RESOURCES

- Manage small event budgets within agreed limits.
- Handle cash, card donations, and merchandise sales responsibly.
- Maintain stock of fundraising materials and ensure appropriate use.
- Authorise small expenses such as travel or event supplies.

HUMAN RESOURCES

- Recruit, support, and coordinate volunteers for community events.
- On a regular basis, provide practical training and guidance to volunteers supporting fundraising activity on aspects such as manual handling, handling of donations, safeguarding and FORCE procedures
- On a regular basis, provide information and advice on raising funds safely and legally to individuals and groups in the community raising funds and organising events.
- Demonstrate fundraising processes and systems to new team members or helpers.

INFORMATION RESOURCES

- Input accurate supporter and event records using the CRM system.
- Regular requirement to produce statistical and performance reports using basic-intermediate formulae using Excel to report on income and expenditure and other metrics such as fundraising activity and supporter engagement.
- Use a range of IT applications to create reports
- Ensure data integrity and compliance with GDPR and FORCE policies.

RESEARCH AND DEVELOPMENT

- Regularly undertake R&D activity to identify new fundraising activity or improve existing activity
- Collect feedback from supporters and events to support continuous improvement.
- Undertake evaluations related to fundraising activity.

PHYSICAL SKILLS

- Standing or walking for extended periods at events.
- Routine office based work involving sitting and computer use.
- Use standard and advanced IT skills for CRM management, reporting, and presentations.
- The role involves regular travel across Devon to attend community events, meetings, and presentations.
- Occasional evening and weekend work is required to support fundraising activities.

PHYSICAL EFFORT

- Regular movement around buildings, event venues, and community locations
- Carrying and transporting fundraising materials, such as merchandise, banners, display boards, collection tins and literature (usually light to moderate weight).
- Setting up and taking down event materials, including tables, pop-up stands, signage, gazebos or displays, which may involve bending, stretching, and working in awkward positions.
- Loading and unloading items from vehicles for events, meetings, or community visits.
- Standing for extended periods at events, stalls, presentations or volunteer activities.
- Occasional moderate physical effort, for example when moving boxes of promotional materials, stock or fundraising equipment.
- Using manual handling techniques safely, in line with NHS policy, and seeking assistance when tasks require two people.

MENTAL EFFORT

- Regular concentration required for planning, reporting, supporter communication, and event coordination.
- Work pattern can be unpredictable and includes peaks around events and campaigns.

EMOTIONAL EFFORT

- Regular contact with people affected by cancer, requiring sensitivity and emotional resilience.
- Occasional exposure to distressing or emotional circumstances.

WORKING CONDITIONS

- Office based with prolonged VDU use.
- Outdoor work at events in varying weather conditions.
- Regular travel across Devon (mostly around Exeter)

OTHER RESPONSIBILITIES

This is a wide-ranging, busy role in a fast-paced environment. You will work both individually and as part of a team. There will be a requirement to work irregular hours as well as some local travel.

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.

- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

Commitment to FORCE's values and mission to support people affected by cancer	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required.	E	
As this role requires travel to occasionally rural locations with poor public transport links, a full UK driving license is required.	E	
Confidence to drive both small and large vans	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y			Y	
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				F
Heavy manual handling (>10kg)	Y		O		
Driving	Y			M	
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		O		
Mental Effort	Y		O		
Emotional Effort	Y		O		
Working in isolation	Y		O		
Challenging behaviour	N				