

Regional Fundraising Support Officer - Operations Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Regional Fundraising Support Officer - Operations

Position in the organisation

Reports to the Regional Fundraising Support Manager - Operations

Member of our Regional Fundraising team.

Part of our Income and Engagement directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

This role will be responsible for providing weekly and monthly reporting to support income generation across all four core income streams within Regional Fundraising. This new role will be pivotal in data quality, reporting and processing. It will support the Regional Fundraising Team by delivering training and process guides. It is a brand-new role which will be crucial in the development of the Regional Fundraising Teams drive to reach it's 2030 strategy: streamlining processes, increasing efficiencies and ensuring consistent ways of working across all three nations.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

- Manage data quality processes and checks.
- Manage sets for teams external to Regional Fundraising.
- Review and update process guides as required, working with the Regional Fundraising Support Manager - Operations.
- Support the continual review of processes and systems for efficient and innovative ways of working.
- Manage role out of compliance guide, and processes.
- Manage the Regional Fundraising Resource Hub.
- Responsible for the fulfilment of recycling campaign.
- Support training to all Regional Fundraising on systems and processes used by the team, working with the Regional Fundraising Support Manager - Operations.
- Support the day-to-day management of Regional Fundraising Power Bi Reports.
- Prepare and share weekly and monthly reports.

- Works closely with the multi-disciplined Regional Fundraising Team across England, Wales and Northern Ireland and with the wider Income and Engagement Directorate.
- Identify, secure and work with external partners, such as fulfilment houses and suppliers to support activity.
- Attend face to face meetings and other events which may include overnight stays.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Knowledge of delivering robust stewardship plans to maximise fundraising net profit and life-time value for the organisation.	A/I
Ability to build and maintain relationships with internal and external stakeholders at all levels.	A/I
Excellent time management and organisational skills to plan, prioritise and meet tight deadline.	A/I
Excellent written and verbal communication skills.	A/I
Ability to use initiative, prioritise and demonstrate a problem-solving approach.	A/I
Ability to manage day to day administrative processes.	A/I
Ability to collate data and produce reports.	A/I
Ability to work effectively on own initiative and as part of a team.	A/I
Excellent knowledge of MS Office (Word, Excel, PowerPoint, Outlook).	A/I

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A/I
Be a self-starter and incredibly motivated.	A/I
Excellent organisational and timekeeping skills.	A/I
Excellent attention to detail.	A/I
Non-judgemental communication	A/I
Commitment to and understanding of equal opportunities	A/I
Understanding of the inclusion agenda and its relevance within a diverse society	A/I

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Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave