

RNRMC Job Description

Job title		Responsible to
Individual Giving Fundraiser		Development Manager (Individual Giving)
Location	Post Number	Date Reviewed
Portsmouth, UK	1065	08/01/2024

About the Royal Navy & Royal Marines Charity

RNRMC is the Navy's principal charity which exists to support every sailor, marine and their families, for life. We do this by offering grants to and working with, other organisations to deliver programmes that meet the needs of our beneficiaries. We work hard, engaging with supporters to help raise awareness and funds to deliver the outcomes required for today and tomorrow.

Values

In all your dealings, you will be expected to abide by the values of the charity and act as a role model both internally and externally. The values are:

Beneficiary focused	We will use the best evidence available to achieve maximum impact on the lives and morale of those who serve today, or who have ever served, and their families.
Integrity	We will act with honesty and transparency in all our activities.
Commitment	We will demonstrate the highest ambition and commitment for our cause
Inclusiveness	We will recognise and celebrate diversity in the sector
Teamwork	We will always behave in a way that strengthens the sector

Job Summary

The Individual Giving Fundraiser will support the Development Manager (Individual Giving) and Senior Individual Giving Fundraiser to deliver the Individual Giving Strategy through the delivery of individual giving activity and helping to recruit new supporters to the RNRMC as well as helping to engage existing donors. The role will provide support and delivery for appeals, regular giving, lottery, raffles, legacy marketing, and in-memory fundraising and, as well as new supporter acquisition activity, retention, reactivation, upgrade and cross-sell.

You will help to create fundraising propositions, developing/introducing fundraising products whilst also contributing to creating integrated marketing plans and then supporting delivering of these to a variety of different audiences by various on/offline methods. As well as supporting the writing of briefs (creative, data etc.), you will help to write copy/scripts, review, and feedback on artwork/creative. You will also help to write and present results of fundraising activity and make recommendations to improve results in the future as well as suggesting future tests.

You will have at least 1 years' experience of working in a marketing, customer service or fundraising role and possess a real customer service ethic along with demonstrable experience of supporter care and stewardship.

You will have some project management exposure and skills, demonstrate a high level of attention to detail and be keen to develop and learn. You will be a real team player who works in a collegiate manner, be reliable, proactive and communicate in a clear and friendly way.

The role is mainly office based. RNRMC has a hybrid working policy which offer 40% home-working opportunities.

Responsibilities and Duties

Project management

- Support delivery of IG fundraising activity including scheduling, writing briefs, meeting with suppliers & key stakeholders, working with RNRMC Communications team or external suppliers to deliver creative/activity.
- Support the creation of fundraising propositions.
- Support delivery of projects on time, to budget and help to meet targets.
- Provide feedback to suppliers (internal & external) in a sensitive, accurate and clear way.
- Help source case studies, quotes, and images in collaboration with RNRMC Communications Team and Grants Team.
- In collaboration with RNRMC Communications Team support the development of video for fundraising purposes
- Help delivery of integrated marketing plans which will not exceed expenditure budget but will deliver targets.
- Support copy/scripts writing as needed for online and offline activity.
- Seek approvals from key stakeholders and ensure changes are made without compromising results of fundraising activity. Feedback amends in an accurate and timely fashion to suppliers/Communications Team.
- Ensure supporter experience from activity is to a high standard and that thanking/enquiries are followed up with impact led/appropriate communications.
- Work with Development Manager (IG), Senior Individual Giving Fundraiser, Database Lead and Finance Teams to ensure supporter activity/donations are recorded accurately.
- Support the monitoring of attrition and notify Development Manager (IG) when this is exceeding predicted attrition.
- Support writing and/or presenting results of activity including recommendations for improved performance and future tests.
- For all activity you work on ensuring RNRMC meets all legal/professional standards requirements including GDPR, Fundraising Standard Board, Gambling Commission etc.
- Ensure content of activity is accurate and reflective of the work of the RNRMC

Individual Giving Team Administration

- Provision of administrative support to the team as needed including setting up meetings, creating agendas, taking minutes/action logs and well as supporting the processing of purchase orders and invoices.

Stewardship

- Provide excellent supporter care and support delivery of activity to feedback to donors about impact of their gifts. Help to cross-sell fundraising products to increase lifetime value.

General

- Support creation of IG strategy, budgets and activity plans as needed.
- Play an active role within the Team, working effectively with colleagues to achieve objectives and support major events/activities when needed.
- Support training of professional fundraising organisations/staff/volunteers as needed.
- Act in accordance with the Charity's GDPR Policy to ensure data remains confidential and is used appropriately.
- Follow brand guidelines at all times as advised by Communications Team.
- Represent the organisation to supporters, beneficiaries, partners and networks to secure and/or maintain support.

Other

- Act as a champion, displaying model behaviours and professionalism in company values.
- Rigorously follow organisational Safeguarding, Risk Management and Health and Safety policy and procedures
- Be a brand ambassador for the Royal Navy and Royal Marines Charity and be able to 'sell' and support the charity to external audiences.
- Support the RNRMC in seeking ways to continuously improve.

Team

- Adopt an 'in it together' team attitude, taking personal responsibility for fostering good working relationships amongst colleagues within the department and across the charity.
- Support the department in inducting new staff members and in developing colleagues.
- Support the department in seeking ways to continuously improve.

Self-Development

- Take responsibility for your own professional development, seeking advice from others for career-based matters.
- Fully participate in the annual Professional Development Review process and one to ones as required.
- Attend training sessions as and when required to ensure compliance with Health & Safety, Safeguarding, RNRMC Policies and procedures or other training programmes as directed.

This description is not intended to establish a total definition of the job, only an outline of the duties involved. You will be expected to carry out any other duties commensurate with the level of the post and which may reasonably be required by the Charity.

RNRMC may amend an employee's duties and responsibilities from time to time and may require you to undertake other duties and responsibilities as are necessary to meet the needs of the Charity.

Person Specification			
	How Evaluated	Essential	Desirable
Evaluation Key: APP = Application AR = Application Review SA = Skills Assessment IV = Interview			
Education & Professional Qualifications			
Minimum of 5 GCSE's including Maths and English	APP	✓	
Certificate in Fundraising	APP		✓
Level 3 Qualification in Marketing or above	APP		✓
Experience			
Previous 1 years minimum experience in a comparable role within charity, marketing or customer service	APP	✓	
Experience of working with CRM databases such as BlackBaud, Raiser's Edge etc	APP		✓
Knowledge			
Computer literate; proficient in using Microsoft Outlook 365 suite of tools: TEAMS, Word, PowerPoint, Excel	APP/SA	✓	
Working knowledge of GDPR, rules of Gift Aid, PCI Compliance, Fundraising Codes of Conduct, Gambling Commission	IV		✓
Skills and Aptitudes			
Understanding and empathy for the Royal Navy, Royal Marines and Charity Sector	APP/AR/IV	✓	
Demonstrates good interpersonal skills and the ability to communicate professionally with a variety of audiences both verbally and in writing	APP/AR/IV/SA	✓	
Possesses tact and discretion and respects the importance of confidentiality	IV	✓	
Ability to prioritise, manage a busy workload and multitask whilst managing to meet deadlines	IV/SA	✓	
Demonstrates effective organisational and administration skills	IV/SA	✓	
Confident in gathering facts and statistics and making financial calculations	IV/SA	✓	
Demonstrates a "Can-do" and positive problem-solving approach to challenges	IV / SA		✓
Self-motivated with ability to use initiative and make decisions whilst remaining accountable within own area of responsibility	AR/IV	✓	
Approachable with the ability to work collaboratively with others and effectively as a team	AR/IV	✓	
Is a complete finisher who demonstrates high levels of accuracy and attention to detail	SA	✓	
Is flexible and adaptable to the demands of the role	AR/IV	✓	
Possesses the right to work in the UK	APP	✓	

Outline of Main Terms, Conditions & Benefits

Job Title	Individual Giving Fundraiser
Post Number	1065
Employee Name	Vacancy
Issue Date	22/01/2024
Start Date	From 01/03/2024
Location	Building 37, HMS EXCELLENT, Whale Island, Portsmouth, PO2 8ER

Contract Details

Appointment Type	Permanent - Full Time
Probationary Period	
For new starters 6 months. Reviews will be held at 1 month, 2 months and 4 months, with a final review held at 6 months.	
End of Probation	On / around 6 months from start date
Notice	
Both employer and employee may terminate the appointment by giving the other not less than one month's notice in writing.	

Remuneration

Annual Salary	£24,000 to £26,000
Hourly Rate	£13.1868 to £14.2857
Pay Method	
Salary will be paid in 12 equal monthly instalments by BACS transfer into the nominated bank or building society account on or around the 21 st of the month.	

Hours of Work

You will work a minimum of 35 hours per week excluding unpaid breaks and due to the nature of your position you are expected to be flexible and to work the days and hours that are reasonably required to fulfil the responsibilities of your job and meet the needs of the charity without additional remuneration. Hybrid working is offered 60/40, with designated in-office team days. This may be subject to change according to operational needs.

Weekly Work Pattern

	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Total
Start Time	09:00	09:00	09:00	09:00	09:00			
AM Break								
Lunch	1 hour	1 hour	1 hour	1 hour	1 hour			
PM Break								
Finish	17:00	17:00	17:00	17:00	17:00			
Total hrs	7	7	7	7	7			35

FTE

1.00

Overtime

Generally, no payments are made for additional hours worked over the FTE hours although time off in lieu may be provided in exceptional circumstances in accordance with the TOIL Policy

Holiday Entitlement per Annum

The RNRMC holiday year runs from 1 January to 31 December. The annual holiday entitlement is 6 working weeks in every full holiday year (which equates to 30 days if you work a 5-day week). Holidays for part-time employees are calculated on a pro-rata basis.

In addition to the above, you are entitled to the recognised bank and public holidays in every full holiday year. Bank and public holidays for part-time employees are calculated on a pro-rata basis.

The RNRMC traditionally closes the offices between Christmas and New Year and up to 4 days of your annual entitlement will be reserved / automatically assigned by RNRMC each year to cover this period of closure.

Other**Driving Licence**

A driving licence is required of the role to support business activities. A pool car is available.

Absence

If you are absent from work, in addition to Statutory Sick Pay (SSP), which is included in any sickness payments made to you by the Charity, the RNRMC operates a discretionary Charity Sick Pay Scheme, which differentiates between short and long-term absence.

Pension Scheme

In accordance with the Pensions Regulations 2013, eligible job holders will be automatically enrolled into the Occupational Pension Scheme with Standard Life

Medical

The post holder will be required to complete a medical declaration at the start of employment and, should the RNRMC require it, undergo a medical examination during their probation period by an Occupational Health Practitioner at the RNRMC's expense

Other Employment

The individual is not permitted to undertake any work outside of the RNRMC without prior consent from the RNRMC; all requests should be submitted to HR in the first instance who will seek the relevant approvals from the CEO.

Security Vetting

Due to the RNRMC being located on Ministry of Defence property you will be required to undertake Ministry of Defence Security Vetting. Your employment with the RNRMC, and continued employment, is strictly conditional upon the receipt of a satisfactory security clearance which is reviewed every 5 years.

Discretionary Non-contractual Benefits

Free on-site parking

Hybrid working - 60% in office and 40% home working

Cycle to Work Scheme

Free Access to HMS Excellent Fitness Centre

Employee Assistance Programme through Health Assured

Life Assurance (after one year's qualifying service)

Private Healthcare Scheme (after one year's qualifying period)

Standard Life Non-contributory Pension Scheme (7% contribution after 3 months qualifying period)

Enhanced Maternity Leave Package (after 2 year's qualifying period)

3 months Sabbatical Leave - unpaid (after 5 year's qualifying period)