



## **Office Fundraising and Volunteer Coordinator (Part-time, 2 days/week)**

Veterans With Dogs (VWD) is seeking a highly organised, proactive, and warm Office Fundraising and Volunteer Coordinator to strengthen our operational capacity and support our continued growth. This is a great opportunity for someone wanting a part time role with a small, friendly, and impactful team supporting veterans with mental health challenges through the provision of assistance dogs.

**Location:** Exeter Office with some flexibility / hybrid considered

**Salary:** £22,500 – £24,000 FTE (pro-rata £9,000 – £9,600 for 2 days/week) + 3% pension contribution

**Contract:** Initial 1 year role with opportunity to extend

**Hours:** 14 hours / 2 days per week

**Holiday:** 28 days per annum (FTE), plus bank holidays

**Reports to:** Operations Lead

### **About Veterans With Dogs**

Veterans With Dogs is a UK charity that transforms the lives of Armed Forces veterans living with mental health challenges. Through the provision of highly trained assistance dogs and trauma-informed support, we help restore purpose, independence, and dignity to those who have served.

Founded in 2012, our work addresses a vital gap for veterans living with PTSD, anxiety, depression, and complex trauma. Through our award-winning PALS™ (Partner Animal Life Skills) programme, we help veterans re-engage with life, with the support of a trusted companion by their side.

Following a period of governance transition and renewal, we are entering a new and exciting phase. We are strengthening leadership, systems, and strategy to ensure long-term sustainability and greater reach. As we begin this next chapter, we are seeking a great new addition to our team.

### **The Role**

We are looking for a highly organised, warm, and proactive **Office Fundraising and Volunteer Coordinator** to support the smooth running of our charity. This role sits at the heart of Veterans With Dogs and is ideal for someone who enjoys variety, working with people, and making things run well behind the scenes.

You will support office administration, some fundraising and supporter care, volunteer coordination, and our online shop, helping ensure that supporters, volunteers, and fundraisers all have a positive and professional experience with the charity. Training and support will be provided, including systems, safeguarding, and volunteer processes.

This is a fixed-term role to strengthen team capacity during a period of organisational development, with the potential to extend.

### **Key Responsibilities**

#### **Office administration & enquiries**

- Act as a first point of contact for general enquiries via email and phone
- Respond to queries or escalate to the appropriate team member where needed
- Manage incoming and outgoing post, including fundraising and supporter materials
- Maintain the Veterans With Dogs events calendar

- Provide general administrative support to the team as required
- Basic bookkeeping, uploading invoices to Xero accounting system

### **Fundraising & supporter administration**

- Send fundraising materials to supporters and challenge participants
- Thank fundraisers and donors in a timely, warm, and personal way
- Support the administration of regular (monthly) donors, including updates and stewardship communications
- Help ensure supporters receive a positive, professional, and engaging donor experience

### **Volunteer coordination**

- Act as first point of contact for general volunteer enquiries
- Manage volunteer application forms and maintain accurate records
- Initiate and oversee DBS checks and reference checks
- Support onboarding of new volunteers, ensuring they feel welcomed and informed
- Maintain volunteer engagement, morale, and momentum through regular communication
- Work closely with the wider team to ensure volunteers are supported appropriately

### **Online shop administration**

- Manage the Veterans With Dogs online shop administration
- Maintain stock records and coordinate replenishment
- Pack and dispatch merchandise orders
- Ensure customers receive timely communication and a positive experience

### **About you**

We are looking for someone who is:

- Highly organised, reliable, and detail-focused
- Confident communicating with a wide range of people
- Warm, empathetic, and aligned with our values
- Comfortable juggling multiple priorities in a small team
- Proactive and able to work independently
- Experienced in administration, supporter care, or volunteer coordination (charity experience desirable but not essential)

The role is supported by clear processes and systems, with training provided to ensure responsibilities are manageable within the allocated hours.

### **Person Specification**

#### **Essential skills and experience**

- Strong administrative and organisational skills
- Excellent written and verbal communication
- Experience handling enquiries and managing information sensitively
- Confidence using email, spreadsheets, and basic databases/CRM systems
- Understanding of confidentiality and safeguarding responsibilities

#### **Desirable**

- Experience working in a charity or not-for-profit organisation
- Experience supporting volunteers

- Familiarity with DBS processes
- Experience in supporter care or fundraising administration
- Interest in mental health, veterans' issues, or animal welfare

### **Why join us?**

You will play a key role in enabling life-changing support for veterans. You'll be part of a small, committed, and caring team making a real difference, working within a values-led organisation, and have the opportunity to grow skills across administration, volunteering, and fundraising.

### **Our Commitment**

Veterans With Dogs is committed to equity, diversity, and inclusion. We actively welcome applicants from all backgrounds and strive to create a supportive, respectful, and empowering workplace. We recognise the value of lived experience and are committed to continuous learning as an organisation.

### **How to Apply**

**Apply by emailing:** [sally.williams@veteranswithdogs.org.uk](mailto:sally.williams@veteranswithdogs.org.uk) with your CV and a brief cover letter outlining your interest and suitability.

**Closing date to apply:** Friday 8 May 2026

*Veterans With Dogs is a registered charity in England and Wales (No. 1161554).*