

# FUNDRAISING TRAINEE

Department	Fundraising & Engagement
Job title:	Fundraising Trainee
Accountable to:	Director of Fundraising and Engagement
Based at:	Head Office
Salary:	Up to £22,000, plus the cost of a CoIF or CIM qualification

## Job Summary

This position will support the post holder’s development of marketing and fundraising skills, Knowledge and experience capabilities.

The Fundraising Trainee will support the Fundraising and Engagement team on a range of activities and projects to gain a breadth of experience of all fundraising, communication and marketing disciplines, and gain a rounded view of charitable fundraising and the role fundraising plays in charities.

The post holder will live the Rainbow Trust Values and professionally communicate with our supporters, over the telephone, online and face-to-face at events and meetings.

Rainbow Trust Children’s Charity enables families who have a child with a life-threatening or terminal illness to make the most of time together, providing expert, practical and emotional support, where they need it for as long as it is needed.



## Areas of Responsibility

### (specific to role)

- Build and maintain relationships with corporate, community and event volunteer fundraisers, ensuring they are supported before, during and after their events.
- Write and update relevant marketing communications for various formats including website, social media and email
- Research and identify prospective supporters and assist with the development and fulfilment of targeted approaches
- Make applications for funding where appropriate
- Support on certain fundraising, cultivation and stewardship events, including attending events to represent Rainbow Trust and support fundraising activity
- Support on technical development of business automations, CRM systems and stewardship journeys
- Support data analysis and reporting including creating and updating donor records CRM systems and, ensuring records are kept up to date, accurate and consistent at all times.

## General Responsibilities

### Leadership and Strategy

- Professionally represent the department and the charity internally and externally, in different contexts and events
- Proactively develop relationships in the sector and maintain awareness of sector developments, fundraising tools and skills development
- Operate in compliance with relevant legislation, best practice, and corporate policy
- Commit to the Performance Management Process and develop stretching objectives to meet the strategic plan
- Take responsibility for own professional development following the PMP process
- Live the Rainbow Trust values.

### Operational and Project Planning

- Develop own individual work programme in consultation with line manager to weekly, monthly, quarterly and annual timeframes
- Take individual responsibility for agreed objectives and targets
- Monitor project and work programme progress against agreed KPI's and targets and report any variance
- Negotiate with suppliers to ensure best value for money is obtained
- Contribute to team and department planning events and activity
- Organise own time and resources effectively and use initiative
- Develop project plans to support work programme activity that identify key milestones, success criteria and resource requirements

### Working with Customers and Service Delivery

- Deliver outstanding supporter service to new and existing supporters based on sound supporter care principles
- Maintain effective relationships with funders, and suppliers
- Make the fundraising 'ask' as and when appropriate
- Ensure requests for information and action from supporters are responded to promptly and their reasonable expectations are met
- Report any complaints received to the team from supporters, suppliers or any other external or internal contacts
- Ensure that supporter expectations are met and exceeded.

### Developing, Maintaining Systems and Procedures

- Ensure that business processes are consistently and accurately followed
- Ensure that data relevant to area of responsibility and activity is accurately and appropriately recorded and stored in Donorfy
- Contribute to wider data collection and analysis exercises across the department
- Ensure regular data cleansing is actioned and contacts are current
- Ensure compliance with data protection guidelines, GDPR and corporate policy.

## People Management and Development

- Inspire and provide advice and management to volunteers and interns in line with the Volunteer Management guidelines
- Co-ordinate and monitor volunteer and interns work programmes and report back to line manager
- Recognise and value the contribution of volunteers.

## Team Working and Collaboration

- Actively participate in the implementation of continuous business improvement and people development initiatives, including buddying, PI and SBI processes
- Collaborate effectively with colleagues in all teams to deliver on priorities and objectives
- Proactively share professional knowledge and expertise to colleagues and provide timely advice in line with policies and procedures
- Proactively participate in team meetings and away days, including SBI feedback as well as annual staff conference
- Attend training as necessary in order to meet changing needs, new technological developments and service requirements

## Special Conditions

- All staff have a responsibility to maintain an up-to-date knowledge and awareness of issues around the safeguarding of children, through the completion of the relevant training at a level commensurate with their role
- All staff must adhere to Rainbow Trust's safeguarding policies and procedures
- The post holder will be expected to work out of the office, meeting supporters and committees, running events and delivering on commitments to stakeholders. Some out of office hours may be required to facilitate this.
- Some out of office work may be required from time to time
- Flexible working to support occasional evening and weekend fundraising events
- The list of responsibilities outlined above are not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a manager.

# PERSON SPECIFICATION

## Fundraising Trainee



SUPPORTING FAMILIES  
WITH A SERIOUSLY ILL CHILD

### ESSENTIAL

### DESIRABLE

#### Experience

(Previous roles,  
types of organisations)

- Experience of working within sales/account management or marketing & communications
- Some fundraising experience of working with community organisations, companies and volunteer fundraisers
- Worked or volunteered for a fundraising charity

#### Special Competencies

(Specific job-related skills  
knowledge understanding)

- Confident verbal communicator - face to face and over the phone
- Confident presenter, skilled in public speaking
- Strong negotiation, networking and relationship management skills
- Creative and imaginative writer
- Strong MS Office knowledge and data management skills

#### Disposition

(Influence over others,  
dependability, self-reliance)

- Friendly, outgoing and enthusiastic, quickly connecting with others and building relationships
- Motivating, empathetic and persuasive communicator
- Works accurately with details within established standards and guidelines
- Works with a sense of urgency, completing task in a timely manner
- A fast learner who responds quickly to pressure and change
- Self-starter – takes initiative and enjoys a challenge

# PERSON SPECIFICATION

## Corporate Partnerships' Fundraiser

### ESSENTIAL

### DESIRABLE

#### Thinking Style

(Practical, conceptual, innovative, traditional, change orientated)

- Considerate and collaborative decision maker
- Comfortable with a changing environment
- Sincere appreciation of people – linking their needs/motivations to team goals

#### Attainments

(Academic & prof qualifications & training)

- Evidence of literacy and numeracy appropriate to the level of the role
- Educated to degree level or equivalent

#### Motivation

(Ambition, money, security)

- Achieving results with and through people
- High quality customer satisfaction
- Every day is different

#### Circumstances

(Mobility, special demands of job, unsocial hours)

- Commitment to own continuing professional development
- Flexible hours, to accommodate the occasional requirement to work evening and/or weekends
- Some travel within the UK may be required