

CULTURE PERTH & KINROSS

Job Profile

Job Title	Supporter Engagement Co-ordinator
Salary	TAS4, SCP 5030 – 5037, £17,607.67 - £19,156.23 £28,812.56 - £31,346.57 per annum pro rata
Hours	22 hours over a maximum of 5 days per week Monday – Friday with flexibility to support evening and weekend fundraising events.
Location	Based at AK Bell Library but working across all Perth city venues.
Reports to	Chief Executive
Responsible for	Nil

Job Purpose

Reporting to the Chief Executive to support on the delivery of organisation-wide fundraising targets. Key KPIs to be agreed on an annual basis with the Chief Executive.

- To act as administrator and relationship co-ordinator for fundraising and development activity including memberships, patronage, campaigns and legacies.
- To deliver increased fundraising income for Culture Perth and Kinross.

Main Accountabilities

- You will be expected to work independently as well as across different teams in order to contribute to and deliver the priorities of Culture Perth and Kinross - using your knowledge, skills, talent and potential to the best of your ability.
- You will focus at all times on delivering excellent customer service and ensuring value for money while being professional, courteous and demonstrating the behaviours and attributes expected of all Culture Perth and Kinross employees.
- You will be expected to work across departments effectively, working with individuals, partners and where appropriate volunteers.

In addition, your duties will include:

It should be noted that these duties are not exhaustive but give direction to the role and responsibilities of this post. This post can include an element of home working for 1 or 2 days per week depending on working patterns but flexibility to support fundraising events at evening and weekends will be required.

- To act as the relationship management lead for Culture Perth and Kinross and implement relevant fundraising strategies and action plans in conjunction with the Chief Executive and external fundraising consultancy.
- Act as key point of contact for donors wishing to support the organisation. In addition to reporting to the Chief Executive, the post holder will work closely with the Finance Manager, Executive Management Team and Board.
- To develop and maintain appropriate administrative infrastructure to support fundraising including CRM databases, gift and donor recognition procedures/processes, donor newsletters, campaign materials, financial information, grants databases and other resources as may be required to support both activity and reporting/audit etc.
- Build relationships with funders and ensure grant reporting is submitted timeously to funders along with acknowledgement and thank you correspondence.
- Research and identify new sources of funding and prospective donors, providing briefings for the Chief Executive and Board as required.
- Work with the marketing team to ensure consistency of messaging and alignment with fundraising activity.
- To adhere to OSCAR regulations in regard of fundraising and ensure compliance across all fundraising activities within the organisation.
- To develop the sustainability of individual giving through existing and new membership and other incentivised schemes and donation opportunities across the organisation.
- To monitor the availability of external grants and funding opportunities and help match these to staff and organisational requirements, monitoring the completion of applications where appropriate.
- To support the stewardship of donations, ensuring that donors are kept up to date with the impact that their gift is having, helping to ensure that that donors will want to support Culture Perth and Kinross again in the future.
- To help with the organisation and delivery of a small number of fundraising events annually (such as dinners, receptions and lectures) which will enable discussions about Culture Perth and Kinross and its fundraising priorities, ensuring these are planned within agreed fundraising budgets.

The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time depending on the requirement of the Service without changing the general character of the duties or the level of responsibilities entailed.

The post holder may be required to work occasional evening and weekends to meet the delivery needs of the service including events and engagement activity.

Knowledge & Experience

Essential

- Experience of fundraising in a cultural environment
- Excellent administrative skills including use of Microsoft Office 365 and Teams packages.
- Experience working across services to source and craft compelling case studies, stories, and communications.
- Excellent communication and demonstrated customer relationship management skills.
- Willingness to participate in relevant training and development opportunities and to apply learning to work activities.

Desirable

- Specific experience delivering impactful donor stewardship programmes and supporting donor engagement strategies
- Experience of delivering events
- Experience of working with the Cultural, Tourism or Public sector