

JOB DESCRIPTION

Funding Officer

BACKGROUND

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

- welcoming** all,
- each one of us **caring** about what we do,
- being **passionate** about how we do it,
- and feeling **proud** of what we achieve

JOB PURPOSE

The post holder will work within the Funding Team which supports the development, management, and administration of fundraising at Edinburgh Leisure. Led by the Head of Funding the team are responsible for securing external income towards the organisation’s purpose: creating opportunities for everyone to get active, stay active and achieve more.

The Funding Officer will support growth of organisation’s fundraising activity. It is a varied role split across income streams, with a significant focus fundraising events and trusts and grants. The role involves working collaboratively with colleagues across departments. These include Active Communities, the Energy & Sustainability team, sports development, and capital projects.

The post will support the growth and development of voluntary fundraising activity at EL, particularly working closely with the Head of Funding to develop and deliver EL’s own regular fundraising events and engage EL supporters in externally organised fundraising (challenge) events.

EL’s trusts and grants pipeline accounts for a significant proportion of the organisation’s fundraised income. You will support the Funding Manager to maintain and grow this income stream through preparing applications and reports for and managing relationships with small trusts and foundations.

The Funding Officer will champion a relationship-based approach to all fundraising and demonstrate Edinburgh Leisure’s values of being welcoming, caring, passionate and proud.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
<p>1. Support the Head of Funding to plan and deliver EL’s fundraising events to effectively engage current and new supporters, volunteers, and staff. Have responsibility for promoting select external fundraising event opportunities and providing fundraisers with a great supporter journey.</p>	40%
<p>2. Lead and support colleagues across a range of business areas and remits to secure external funding from small trusts and grants to deliver new and existing work. You will research and prepare applications and reports for small trusts & foundations, community grants, and corporate foundations. From time to time you will provide support to the Funding Manger with larger bids.</p>	30%
<p>3. Work with the Head of Funding to develop other income streams. Support testing of individual giving and development of new supporter journeys. Help manage the donor journey for existing individual donors and develop multi-channel donor engagement opportunities. Provide support with corporate fundraising as required.</p>	10%

<p>4. Provide support with administration and record keeping. Develop and maintain an excellent working knowledge of eTapestry CRM. Adhere to best practice GDPR, keep funder records appropriately up to date, add records, run basic queries and reports as required on behalf of the team. Work with the finance department to ensure all fundraised income is correctly identified, allocated and acknowledged.</p>	<p>20%</p>
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RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	No direct reports
Responsibility for finance and level of financial control:	Responsible for raising funds from small trusts and foundations (several applications each year of individual value up to c.£10k)
Responsibility for Physical Resource:	<ul style="list-style-type: none"> • Laptop, phone and associated office equipment • Management of resources for fundraising events (advise managers on budget required)
Responsibility for Data and Information:	<ul style="list-style-type: none"> • GrantFinder (contains commercially sensitive information), eTapestry CRM (funder/ supporter data) and JustGiving (supporter data) - supports users, makes system updates. • Deals with sensitive evaluation information (e.g. medical info, demographic data, interview transcripts, project impact stats) • Manages sensitive beneficiary impact/case study information about (consent to share, storage etc.) • Has access to business critical and commercially sensitive info (e.g. internal business cases, salary costs, strategy, plans etc)

GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<p>You are required to make approaches for funding to small grants and trusts in line with your work plan as agreed with the Funding Manager and to the required standard, ensuring all bids are proofed by a Funding colleague prior to being submitted. You will liaise with colleagues across EL on relevant small grant and trust funding opportunities for their area of operation and help them prepare strong cases for support. You will support them to proactively define programme outcomes, indicators, and measurement methods for the funded work.</p> <p>You will take a lead in developing, planning and delivering agreed Edinburgh Leisure fundraising events, working closely with the Head of Funding and relevant colleagues. You will plan, coordinate, and manage external challenge event fundraising – this includes liaising with event organisers. For both areas you will act as main contact for event participants and provide a high level of supporter care.</p> <p>You will keep accurate funding and supporter records. You will be responsible for managing the funding CRM database, filing, and sharing case studies and impact stories in line with relevant permissions and GDPR; and work with finance to record and process financial transactions (all income streams).</p> <p>You are expected to keep abreast of the wider external fundraising environment and those areas of funding which directly relate to this role. You will ensure developments concerning funds, funders or donors are communicated effectively to the Head of Funding and Fundraising Manager, as well as about the operating environment in which Edinburgh Leisure delivers.</p> <p>You have responsibility for managing your own workload to achieve goals agreed by your line manager who you will keep informed during regular review meetings. You will refer to the Head of Funding or the Funding Manager for guidance on priorities, potential conflicts or external queries.</p>

Communication & Representing the Organisation

This post communicates across a range of internal and external stakeholders with varying degrees of interest and knowledge of funding. You will have excellent interpersonal, verbal, and written communication skills, and be able to work collaboratively with colleagues from across the organisation (and external partners a required).

You will be confident in approaching potential funders on the phone and in writing to influence and 'sell' EL, making a strong case for support, handling questions and objections effectively. You will develop clear, succinct funding proposals and reports which translate often complex work with an appropriate balance of emotional and factual content, demonstrating an understanding of the funder's interests.

You will create positive funding messages, case studies and impact stories to highlight EL's charitable purpose and impact. You will use these to engage funders and supporters, for whom you will identify, develop and deliver appropriate, timely communication opportunities and engagement activities.

You will provide an engaging supporter journey for participants taking part in fundraising (challenge) events in aid of EL and ensure details about events are communicated clearly, at the right time, with correct information and instructions.

Safeguarding Our Customers

- You will take an active role in the safety of yourself and colleagues, EL facilities, and customers. Don't interfere with equipment designed to preserve life. Take action to fix or report any potential hazard. Ensure your area of work is clean, tidy and presentable.
- Following training, you are expected to understand and fulfil your role in Edinburgh Leisure's Health and Safety policy, Child Protection policy, and your venue's Emergency Action Plan (EAP).
- You will make sure fundraised income is allocated correctly in line with donor requirements and delivers agreed outcomes (e.g. improvements to health).
- You will sensitively manage case studies, quotes, and impact stories so they are used and stored appropriately, in line with GDPR, and that permissions and authorisations are obtained and recorded.
- You will support development and delivery of in-house fundraising events with consideration for participant safety, working with colleagues to ensure appropriate risk assessment /mitigations in place.
- You will deliver all fundraising work in line with standards set out in the Code of Fundraising Practice.

Problem Solving

You will develop and deliver internal fundraising events to take place at appropriate times and places, working with colleagues to prepare timetables, book resources, secure staff engagement and communicate plans. You will communicate well across departments and ensure you engage the right people at the right time, providing adequate lead-in.

You will identify external trusts and grants to support EL programmes and work closely with colleagues to develop fundable projects. You will manage known deadlines whilst also responding to opportunities at short notice, balancing this with work on events and other income streams.

You will question, challenge and support colleagues to identify clear outcomes and ensure appropriate monitoring and evaluation is in place, working with them to resolve instances where monitoring tools are not providing the evidence expected and provide alternative solutions. You will seek funder feedback on unsuccessful approaches to identify learning for future bids.

You will keep abreast of fundraising trends and donor behaviour to identify external events of interest to our supporters and aligned to EL to inform development of the events portfolio. You will work with colleagues to develop compelling asks of supporters which are sensitive and appropriate for the current the external environment for fundraising (e.g. cost of living crisis, political, environmental etc.)

Impact on Organization

You will support growth of voluntary fundraising and income from individuals through events and by providing a great supporter journey, at the same time raising awareness of EL's not-for-profit status and the value of the services we provide.

Whilst providing additional resource to fundraising for Active Communities work, you will increase the reach of the Funding Team across the organisation, identifying new areas for which funds are available, enabling facilities and departments to effectively reduce their budgeted costs through income raised.

JOB DEMANDS

Physical	This post is mainly office based, with combination of desk-work and meetings. From time to time you will be required to attend EL sites across the city, travel to meet funders and other partnership agencies and attend sector/networking events and external training.
Mental	The role requires attention to detail and the ability to focus. You will need to take the initiative to keep up to date in a fast-paced, information-heavy environment. The role involves understanding a range of beneficiary groups and complex subject areas including health, poverty and disability. You will be expected to multi-task and prioritise your workload effectively, often in the face of competing deadlines and priorities.
Emotional	You will engage a range of internal and external stakeholders and require consistent levels of passion and energy. Because not all opportunities will result in success, you will need to handle rejection in a resilient manner. You will also be required to navigate challenging conversations with colleagues or funders if projects are not going to plan. A high level of emotional intelligence and empathy is required to work with a diverse range of people, including people dealing with challenging life situations.
Environmental	This post is based in an open plan office with some working from home where appropriate. You will visit locations throughout Edinburgh for meetings, etc.

PERSON SPECIFICATION

Qualifications and Attainments:

Essential	Desirable
<ul style="list-style-type: none"> • Experience of undertaking fundraising activities from trusts and grants, events, individuals, or businesses (paid or voluntary) • Demonstrable track record in securing funding • Demonstrable skill in creating accurate written and verbal communications 	<ul style="list-style-type: none"> • CIOF Fundraising Certificate • Bid writing CPD/ or equivalent

Knowledge, Skills, and Experience:

Essential	Desirable
<ul style="list-style-type: none"> • Experience of creating relevant, compelling content for fundraising propositions to inspire individuals and/or organisations to donate. 	<ul style="list-style-type: none"> • Experience of the Scottish charity sector • Knowledge of barriers faced to being active (e.g. health, poverty, disabilities and other disadvantages)

<ul style="list-style-type: none"> • High attention to detail and accuracy in creating materials and presentations. • Experience of using a fundraising CRM system – this includes being accurate and organised when handling data and information about supporters and donations. • Experience of project management, monitoring, evaluation and running projects to deadline. • Ability to prioritise multiple workloads. • Understanding of the principles of good supporter care and experience of being able to converse with a variety of people in different situations. • High degree of competence in using Microsoft desktop programmes including Outlook, Word, Excel, PowerPoint, Teams and Sharepoint. • Excellent interpersonal skills, comfortable engaging with a range of different people on the phone, in writing and face to face. • Experience of working collaboratively with colleagues at all levels. • Ability to work as part of a close team whilst also being comfortable working independently. 	<ul style="list-style-type: none"> • Understanding of budgeting and financial reporting • Knowledge, understanding and experience of outcomes and funders' expectations on evidencing outcomes • Event management experience • Experience of online fundraising platforms (e.g. JustGiving) to aid supporter fundraising
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ESSENTIALS Behaviour Standards	Leadership by EVERYONE
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DISCLOSURE/PVG REQUIREMENTS
Basic Level Disclosure

I have read and understand this job description and I am clear about what is expected of me in this job.

Signed **Date**

Evaluation Date	23rd October 2023
Grade	9