

Job Title	Fundraising Officer
Job Family	Visitor, Business and Economy
Service Area	Service Delivery
Grade	8
Job Reference	

Reporting to:	Responsible for :
Arts and Culture Manager	No direct line management responsibilities

Team Purpose

The Visitor Economy and Business teams have a clear focus on attracting customers, visitors and small/medium sized businesses to the Borough with a range of recreational, artistic and business services and activities across a number of venues and sites including Theatres, Country Parks and Wessex House. The teams will develop the visitor and customer experiences together with community engagement across the venues ensuring they are welcoming, professional, efficient and accessible to all visitors. The teams will generate income as well as promote artistic, enjoyable and sustainable environments and activities, and facilitate business opportunities and growth.

Role Purpose

The role is responsible for developing and delivering action plans for fundraising that will ensure capital and revenue targets are delivered for key Arts and Cultural areas such as The Point and The Berry theatre. The role will act as an expert and leader regarding fundraising campaigns, support the setting and delivery of fundraising forecast and budgets, and will be responsible for delivering fundraising operational plans.

Key Accountabilities

- Coordinate and write funding applications to a wide range of prospects, including trusts and foundations, landfill community funds, corporates and statutory funders
- Work closely with the Arts and Culture manager and other Eastleigh Borough Council colleagues to manage relationships with key funders ensuring that Arts and Culture delivers and reports against key milestones
- Identify and develop database of new opportunities that will create mutually beneficial business relationships and funding
- Work with marketing department to maximize opportunities for corporate support and sponsorship
- Develop plans to increase unrestricted income for the Arts and Culture service
- Embed and increase fundraising opportunities through the delivery of training including the roll out of a fundraising toolkit for Eastleigh Borough Council staff and volunteers
- Research and create an appropriate Arts and Culture membership programme
- Create and deliver a range of innovative fundraising models generating a diverse mix of income streams with associated processes and performance measures
- Monitor the performance of fundraising campaigns and activities through detailed analysis to ensure appropriate focus of generating income and growing the supporter base
- Support the planning and delivery of events

Key Objectives

Working with customers	Interacting and responding to internal/external customers through multiple channels. Working collaboratively with colleagues to improve business processes and customer service and highlight opportunities for empowering customers further. Building customer enabling opportunities into everyday routine in order to reduce customer demand.
Working towards the Corporate Plan	Understanding the Corporate Plan and how individual objectives support the delivery against the Corporate Plan.
Knowledge of services	Good understanding of the services provided across the council and a good knowledge of the terminology and acronyms used by the services.
Using systems effectively	Ability to quickly learn new systems.

Specific Tasks

Case Management skills	Able to use internal systems to raise cases and input data
Team work and working with others	Ability to work with a broad range of internal and external teams to forge effective working relationships
Enquiries, reports and service requests	Resolving cases using developed communication techniques.
Processing and administration	Contributing to corporate projects. Able to identify and develop opportunities for improving workflow / process and /or increasing customer self-serve or enabling; working on cases that require problem solving with customers. Access and accurately update all relevant information systems, both customer and back office, ensuring that data is updated and maintained through verification, and validation, and in accordance with Data Protection principles.
Strategy and policy	Recommending developments to council processes and I policies and contribute to the development of service strategy.
Performance	Contribute to the development of performance and quality control KPI's in digital and support services.

Qualifications

Preferably a first degree in a relevant subject

Knowledge, Skills and Experience

Knowledge, Skills and Experience

- Proven experience of fundraising, either with a major fundraising campaign or demonstrating of significant fundraising growth
- Demonstrable experience of securing 5 or 6 figure donations from trusts, foundations, individuals and/or corporate sponsors
- Experience of securing and maintaining corporate sponsorship
- Experience of monitoring, reporting and forecasting against plans and budgets
- Experience of representing an organisation to key stakeholders, funders and
- Experience of sourcing funds and running fundraising campaigns in the arts and culture sector (desirable)

Specialist Knowledge

Knowledge of The Point and The Berry Theatres, and their Arts and Culture programme (desirable)

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

Behaviours Framework

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the Council's Core Behaviours Framework. These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

Generic Staff Behaviours	Definition
Adaptability & Flexibility	Respond positively to change and adapt own behaviour or work practices when there is a change in the work environment.
Customer Service	Demonstrating an understanding that customers and customer satisfaction are the foundations of the organisations success.
Communication	The ability to communicate well through a variety of communication methods.
Personal Improvement (own learning & development)	The ability to see where personal improvements can be made, and the willingness to undertake development opportunities to achieve them.
Taking Responsibility and Achieving Results	The ability and willingness to focus on achieving individual and organisational goals.
Working with Others	The willingness to act as part of a team and work towards achieving organisational goals and outcomes.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.