

Community Giving & Volunteer Coordinator

Job description and person specification



BACKGROUND

FRAME is a charity working tirelessly to end laboratory animal use in biomedical research, drug development and testing. We have been around for 50 years, contributing significantly to eliminating animal testing in a range of areas.

We know that real, lasting change takes time and although it might take another 50 years to achieve our mission – every day, week, month, and year brings us closer to our goal. You could help us move forward by supporting our volunteers and growing our community giving activities at FRAME.

JOB DESCRIPTION

Reports to: Head of Fundraising & Communications

Salary: £22-26k per annum (or part-time equivalent for part-time hours) depending on experience.

Hours: Full-time or part-time. Hours and start date can be arranged flexibly by discussion

Location: Homeworking with occasional travel within the UK

Contract: 2-year contract

Closing date: 10th July 2022

Interviews: Week commencing 25th July 2022

We are looking for a thoughtful and proactive individual to join our small team but passionate team at FRAME to help support our vision of a world where non-animal methods are considered scientific best practice. This is a new role within FRAME, and we welcome applicants from a range of backgrounds and experience levels.

This role will work closely with the Head of Fundraising and Communications, Digital Engagement Coordinator, CEO, and wider FRAME Team to embed volunteers across the organisation and support the growth of our community giving. The role will help us expand our volunteer capacity, work to embed regular giving and community fundraising, and communicate with our donors via our twice-yearly mailing.

We currently have a small number of volunteers working on a range of activities across the team and we are looking for someone who can support, and grow, this programme. We also have a modest base of current donors who collectively donate around £15,000 annually across several channels including online, social media, and cheques.

We are a small, dynamic team and all staff members are required to take on some core administrative tasks needed to keep our flat structure organisation running.

If you would like to discuss any aspect of the role and whether it is the right fit for you, please contact Catriona Sinclair at catriona@frame.org.uk

KEY OBJECTIVES

- Coordinate the recruitment and management of volunteers at FRAME
- Develop stewardship plans for our regular givers to ensure they feel appreciated and informed
- Establish Community giving at FRAME through creative fundraising ideas and managing thoughtful, inclusive online communities
- Manage physical communications with donors including thank you letters and a twice-yearly mailing
- Support the wider FRAME team to work well with volunteers and ensure both parties have a rewarding experience
- Deliver activity in a compliant way, adhering to GDPR and fundraising regulations and Code of Conduct
- Keep up to date with industry developments and act upon direct and digital marketing trends and statistics
- Maintain accurate donor and volunteer information in our database, Beacon
- Use data and evidence to improve and refine activity
- Be a collaborative, supportive member of the Fundraising & Communications Team and feed into wider team activities as needed
- Be an ambassador for FRAME promoting the vision, aims, and objectives of the charity

This is an indicator of the main objectives of the role, it is not an exhaustive list of responsibilities.

ABOUT US

We offer great support, guidance, and supervision both from your direct supervisor and the wider team. This is an opportunity to develop fundraising and relationship management skills whilst working as part of a dispersed team (FRAME's team are all homeworkers) and deliver results in a real-world setting that will help create a better future for animals and humans.

We offer flexible, home-based working in an extremely supportive environment with a flat hierarchy. We are happy to discuss reasonable accommodations to help you succeed in your role.

We are committed to Diversity and Inclusion and welcome applications from people of all backgrounds. We have tried to make this recruitment process as accessible as possible but know that there may be more that we can do. We would be happy to provide further support that you may require. Please get in touch with us at hr@frame.org.uk if you would like to discuss this with us

PERSON SPECIFICATION

We welcome applications from people with a range of skills and experiences who think they would be well suited for this role. If you have any questions about the person specification, please contact Catriona Sinclair at catriona@frame.org.uk

Qualifications	Essential	Desirable
Evidence of literacy skills relevant to the role	X	
Training in a relevant area such as fundraising, volunteer management, direct marketing, or relationship management		X

Experience or Knowledge of	Essential	Desirable
Experience soliciting donations from a range of individuals and companies	X	
Experience of working with both print and digital channels	X	
Ability to think creatively about how to engage different audiences with fundraising	X	
Strong verbal and written communication – compelling, clear, and grammatically correct	X	
Ability to work with others in a horizontal structure and to assist in achieving goals and outputs	X	
Ability to create engaging stewardship plans	X	
Keen eye for detail and thoughtful approach to relationship management	X	
Ability to gather and interpret data to improve fundraising activity	X	
Experience working with regular donors, volunteers and online giving communities in particular Facebook fundraising		X
Ability to manage multiple projects well, planning delivery and tracking progress	X	
Suggested 2 years' experience in a demonstrably relevant role showing experience with community giving, online giving and/or volunteer management. Voluntary experience included		X
Personal characteristics that we are looking for in this role		
Strong affinity with FRAME's mission and values		
Ability to think creatively about how to engage donors and volunteers with FRAME		
Interest in science communication and scientific research, in particular biology and life sciences		
Confident, thoughtful communicator		
Organised with excellent time management skills		
Ability to accept constructive feedback		
Highly IT literate		
Friendly, engaging, and professional manner		
Self-motivated and able to work collaboratively in a small team		

TO APPLY

Please visit [Breathe HR](#) and upload a copy of your CV as well as a cover letter answering the following questions:

1. What skills, experience or qualifications do you have that would help you succeed in this role?
Please ensure you tailor your answer to the person specifications shown above (800-word limit)
2. Tell us about a time you have implemented a successful stewardship plan. What was the result and what did you learn from the experience? (400-word limit)
3. Why do you think it is important to have an open dialogue regarding animal testing? (400-word limit)

Please thoroughly read the person specification before writing your cover letter. Please also note you cannot log back into your application on our system (Breathe). If you have any issues applying contact hr@frame.org.uk.

Thank you for your interest in working for FRAME!