



Diocese of Westminster

Job Profile	Digital Giving Project Officer
Department / Parish / Agency	Office of Fundraising and Stewardship
Reporting to	Parish and Digital Fundraising Manager
Cost Centre	131
Location / Address	Vaughan House / Parishes
Management of	n/a
Contract type	Fixed-term for 12 months
Hours	35 hours per week. <i>(Core hours are 9am to 5pm, Monday to Friday, with a paid 1-hour lunch break. Some regional travel and regular evening work during certain periods is required, but time off in lieu is offered.)</i>
Salary	£38,000 per annum
Job Reference	743-131

Job Purpose:

The Diocese of Westminster is at the forefront of Digital Giving in the Catholic Church in England and Wales, and is seeing strong growth in this area – primarily driven by Contactless Giving machines in parishes. The Digital Giving Project Officer will be responsible for managing the administration, and processes arising from the completion of a national Contactless Tender Process currently underway. This role will support and equip parishes to maximise contactless giving, and ensure that parishes remain compliant with Data and Cyber Security regulations. The Digital Giving Project Officer will also assist the Parish & Digital Fundraising Manager with wider digital giving activities where required.

Principal duties and responsibilities

Working under the direction of the Parish & Digital Fundraising Manager, and with the Deputy Director of Development, the Fundraising Officer will:

1. Play a role in overseeing the use of contactless giving devices across the Diocese, maintaining excellent knowledge of current providers and technology, and keeping up to date with advances in this area of digital giving
2. Act as point of contact for any parishes requiring assistance or needing to take action following the completion of the national Contactless Tender process, assist in finding solutions, liaising with the Parish Support Team and others as necessary.
3. Project management/support of purchasing new contactless machines liaising with suppliers and parishes to co-ordinate delivery, installation and training
4. Coordinate the onboarding parishes and assist them in creating the necessary account required to enable contactless giving in parishes
5. Lead on providing training and ongoing support to parishes in terms of machines, best practices, and new trends
6. Management of the Contactless support desk, ensuring queries are responded to effectively and in a timely manner.
7. Improving and maintaining the digital giving pages on the parish micro-sites.
8. Maintaining up-to-date and accurate digital giving support materials and templates, creating new resources as required.
9. Maintain excellent relationships with suppliers, ensuring ongoing negotiation on rates and that parishes receive excellent customer service.
10. Prepare instructions both in written and digital form to support parishes to understand setting up and using their device.

- **Other**

11. Help the wider fundraising team with events, major donor fundraising, annual appeals and the creation of stewardship-based newsletters and communications to donors and parishes.
 12. Undertake other parish-related and wider fundraising assignments as determined by manager.
 13. Create user guides, video and materials for parishes and wider organisation as required.
 14. Build excellent relationships with colleagues across the organisation.
 15. Maintain excellent understanding of the Fundraising Regulator Code of Practice, and be committed to personal development.
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Our Diocese Values

Catholic social teaching covers all spheres of life, whether this is economic, political, personal or spiritual. At the heart of Catholic social teaching are principles and the four ethical values of love, truthfulness, justice, and freedom.

As the administrative support function of the Diocese, here to serve our parishes, agencies and schools, it would be out of step if we did not hold similar values.

For us to succeed, we aspire to be person-centered and place human dignity at our centre. We strive to take a holistic approach to the development of our people so that we may better serve the functions of the Church.

Our core values are **Competence, Reliability, Honesty, Perseverance & Love.**

Competence

We strive to achieve total competence in all that we do – as an employer and as the administrative support function to our parishes, agencies and schools we are committed to developing and maintaining our knowledge, our skills and our expertise at the highest level required to benefit those that we serve.

Reliability

Because our parishes, agencies and schools rely upon us to support them in the work that they do, we aspire to deliver with consistent excellence in service. We can be depended upon to deliver on commitments and promises and make the lives of those we support more rewarding.

Honesty

We will act with integrity, truthfulness and straightforwardness at all times. We will challenge when appropriate and act with fairness and transparency at all times. If we make an error, we will own that mistake and can be trusted to make it right. We will be authentic in our passion for the support we provide to our parishes, agencies and schools.

Perseverance

We shall always demonstrate a steady persistence in every course of action – we will be tenacious, disciplined and committed. Our collective perseverance will enable us to provide support and service, even when faced with difficulties and challenge. We shall be persistent in our pursuit of continuous improvement and excellence, and will demonstrate determination, tenacity and integrity in everything that we do.

Love

We will demonstrate our love through the dedication and devotion we extend to all our parishes, agencies and schools. We will consistently act with empathy, understanding and passion – we will value each other and celebrate colleagues' success; we will support, and provide care and compassion for those who need it, and be competent, reliable & honest.

Person specification:

This section outlines the things you will need to be able to demonstrate to be a successful in your role. We expect that you will work to our shared values in everything you do. In addition to our diocesan values, you will also need to be able to demonstrate the following areas:

Skills/competence requirements	Essential/ Desirable
Ability to attend frequent out-of-office meetings and events, and to work select evenings or occasional weekend days – TOIL (time off in lieu) to be taken for evening or weekend hours worked	E
A strong team player who is confident, reliable, creative, self-motivated and target driven	E
Excellent verbal and interpersonal skills	E
Strong work ethic, commitment and personal flexibility in order to get the job done, balancing the needs and deadlines of competing projects	E
High degree of accountability and a “can-do” attitude	E
Solid organisational and time management skills; able to work somewhat independently	E
Have a strong eye for detail and accuracy	E
Ability to work with and interpret financial information	E
Keen sense of discretion and tact, and comfortable handling confidential information	E
Ability to develop strong relationships with donors and volunteers	E
Awareness of GDPR data protection regulations, especially in relation to fundraising	E

Awareness of and sympathy with the values and teachings of the Christian faith in general and the Catholic Church in particular	E
Confidence in presenting to small groups eg Parish Finance Committees and volunteers	D
An understanding of Gift Aid	D
Knowledge and a practical understanding of the relevant legislation and regulations relating to charity fundraising, including Data Protection	D
Experience	
Fundraising experience in a non-profit setting, or strong transferable skills	D
Delivering training to groups and creating training materials	D
Familiarity with technology such as websites, mobile devices, apps, etc., and an ability to explain their use to others	E
Familiarity with or willingness to learn the use of database packages	E
Experience in event or project management	D
Prior experience in a parish setting with familiarity of clergy roles and those of parish staff and the use of volunteers	D
Qualifications	
Proficiency in Microsoft Office – especially Outlook, Word, Excel, PowerPoint – and cloud-based applications	E
Familiarity with Adobe Creative suite applications eg InDesign	D
Educated to degree level or equivalent	D