



Diocese of Westminster

Job Profile	Regular Giving Officer
Department / Parish / Agency	Office of Fundraising and Stewardship
Reporting to	Parish and Digital Fundraising Manager
Cost Centre	131
Location / Address	Vaughan House
Management of	n/a
Contract type	Permanent
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	£37,500 per annum
Job Reference	822-131

Job Purpose:

This role plays a vital role in supporting and enabling parishes to nurture, and develop regular giving in parishes. The Regular Giving Officer is responsible for managing the administration and processes involved in parish fundraising activity, such as promotion and implementation of Planned Giving Drives, promoting and giving parishes support with contactless giving and digital fundraising, including giving via the parish microsites and other digital platforms. The Regular Giving Officer also assists the Head of Parish Fundraising with wider digital activities where required.

Principal duties and responsibilities

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

Planned Giving Campaigns (regular giving promotion campaigns)

1. Alongside the Head of Parish Fundraising, help build, manage and maintain a pipeline of Planned Giving Drives with around 40 parishes each year.
2. Prepare financial information for parishes based on data from the Diocese's financial system, OPAS, and the fundraising CRM database, Donorfy.
3. Create and update template materials to support a parish to hold a planned giving drive, including financial data and stories from the parish.
4. Build, maintain and manage relationships with parish priests and finance committee members by scheduling site meeting(s) with them.
5. Maintain accurate records on parish contact and progress on the Planned Giving Drive and Contactless Trackers, and help to build a record of activity, and outstanding actions, with the aim of helping the Head of Parish Fundraising keep updated on workflow.
6. Help prepare speaker notes, newsletter inserts, instructions for volunteers, pledge cards/forms, and other materials when requested by the parish.
7. Work closely with the Supporter Care team to ensure Gift Aid and Data Protection wording is correct, and to prepare thank you letters and other materials as required.
8. Ensure the correct quantities of materials are produced on schedule for use by the parish.
9. Arrange timely delivery of materials and supplies to parishes.
10. Brief, train, coach and prepare parish priests and all volunteers in required tasks and activities.
11. Liaise with the Parish Administrator to record and process relevant paperwork to quantify returns and monitor progress, prepare reports and implement follow-up procedures.
12. Record and analyse data from PGDs, to continuously improve template materials for parishes and enable

Parish & Digital Fundraising Manager to report on performance, this will require visiting parishes.

Digital

- Contactless

1. Oversee 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 parishes experiencing technical issues with Digital Contactless Devices and assist in finding solutions, liaising with the Parish Support Team as necessary.
3. Encourage parishes to take up contactless giving devices, keeping up to date with performance of parishes with them.
4. Regularly update and report on income received from contactless devices for each parish. Analyse the data and advise Head of Parish Fundraising on findings.
5. Support parishes and other diocesan projects to maximise the use of contactless donation devices and liaise with the suppliers to place orders.
6. Maintain excellent relationships with suppliers, ensuring ongoing negotiation on rates and that parishes receive excellent customer service.
7. Prepare instructions both in written and digital form to support parishes to understand setting up and using their device.

- Social Media

8. Work with Head of Parish Fundraising as required, helping to make decisions to improve performance of appeals based on data from various sources.

- Email

9. Administer email communication activity, using Outlook, and monitor the two primary email inboxes for the team, responding and following up with any actions arising

- Other

10. 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.
11. Undertake other parish-related and wider fundraising assignments as determined by manager.
12. Create user guides, video and materials for parishes and wider organisation as required.
13. Build excellent relationships with colleagues across the organisation.
14. Maintain excellent understanding of the Fundraising Regulator Code of Practice, and be committed to personal development.

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-centred 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
Brochure/leaflet/website design skills, creative writing and image use	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
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