

Job Description	
Designation for the purposes of this period:	Fundraising and Stewardship Officer
Reports to:	Income Generation and Fundraising Lead
Responsible for:	N/A
Job Description last reviewed	22 July 2025
Duration:	One year initially, with possibility of a further extension
Hours of work:	35 hours per week Mon to Fri.
Location:	Sudbury, Suffolk Office
Salary:	Up to £26,394

1. CONTEXT AND PURPOSE OF JOB

The Fundraising and Stewardship Officer plays a vital role in supporting the long-term sustainability and growth of our organisation's charitable mission. In the current landscape of increasing demand for services and competitive funding environments, strategic and relationship-driven fundraising is more critical than ever.

This role is vital to the growth of our income, building relationships with donors and funders, and ensuring their long-term support through excellent stewardship, prospect research and strategic pipeline development

This role exists to develop and deliver effective fundraising campaigns, build and maintain strong relationships with donors and funders, and ensure exceptional stewardship that encourages continued and increased support. Working closely with the senior leadership team and wider organisation, the officer will contribute to a culture of philanthropy, helping to

secure vital income through a diverse mix of streams such as individual giving, legacies, corporate partnerships, community fundraising and trusts and foundations.

Through tailored communication, impact reporting, and donor recognition, the Fundraising and Stewardship Officer will ensure that all supporters feel valued and connected. This person centred approach not only helps meet immediate funding goals but also builds a loyal, long-term supporter base, enabling the organisation to deliver meaningful impact in the communities it serves.

2. MAJOR DUTIES AND RESPONSIBILITIES

2.1 FUNDRAISING & DEVELOPMENT

- 2.1.1 Develop and deliver a multi-channel individual giving operational plan that supports donor acquisition, retention, and re-engagement, across online and offline platforms.
- 2.1.2 Take ownership of a portfolio of lower-value (up to £5k) trusts and foundations, including community foundations, and contribute to the development of applications for mid-tier funders in collaboration with the Income Generation and Fundraising Lead.
- 2.1.3 Maintain and update the income generation pipeline, tracking donor and funder stages, communications, deadlines and actions, and supporting internal reporting.
- 2.1.4 Undertake regular prospect research to identify potential new individual donors, corporate partners, community groups, and trusts/foundations, maintaining a prospect tracker with recommendations for cultivation.
- 2.1.5 Design and deliver fundraising campaigns and activities tailored to individual donors, including regular giving opportunities, payroll giving, donor clubs and high-net-worth cultivation.
- 2.1.6 Manage the processing and stewardship of all individual donations and enquiries – including prompt and appropriate acknowledgements, follow-up, and personalised engagement activity.
- 2.1.7 Maintain and oversee the fundraising CRM/database (e.g. Donorfy, Raiser's Edge, Salesforce), including updating records, running reports, creating segments, and supporting targeted communications and mailouts.
- 2.1.8 Ensure all data is managed in compliance with GDPR and internal policies, contributing to best practice around data security, consent, and supporter preferences.
- 2.1.9 Contribute ideas and input to the development of new income streams and supporter journeys.

2.2 GENERAL

- 2.2.1 To respond appropriately to telephone, written and email enquiries.

2.2.2 To travel as required to events and conferences.

2.3 MONITORING & EVALUATION

2.3.1 Support regular monitoring of fundraising activities against agreed KPIs and targets, including income by stream, donor retention, and campaign ROI.

2.3.2 Prepare monthly performance updates, dashboards and donor insights for the Income Generation and Fundraising Lead.

2.3.3 Maintain clear documentation on donor journeys, funding history, and pipeline movement to enable continuity and learning

3.1 FINANCE

3.1.1 Ensure that all donations are recorded accurately in the fundraising database, categorised appropriately, and reconciled against financial codes and budgets.

3.1.2 Support the promotion and processing of Gift Aid declarations, working closely with the Finance and Operations Lead to maximise income.

3.1.3 Monitor actual income against target within agreed budgets, highlighting risks and opportunities to the Income Generation and Fundraising Lead.

3.2 OTHER DUTIES AND ORGANISATIONAL EXPECTATIONS

3.2.1 Undertake any other reasonable duties as may be required from time to time in support of the wider aims of the charity.

3.2.2 Uphold the organisation's values and policies, including those relating to safeguarding, equality and diversity, and health and safety.

3.2.3 Maintain confidentiality at all times in respect of personal and organisational information gained through the role, in line with data protection law and internal policies.

3.2.4 Act as an ambassador for the charity, ensuring professionalism and integrity in all interactions with supporters, colleagues and external stakeholders.

Person Specification

Essential Criteria

Qualifications / knowledge:

The ideal candidate will have:

- A Levels or equivalent work experience

- Good working knowledge of income generation and fundraising functions
- Strong interpersonal and communication skills
- Strong IT skills including but not limited to MS Office and databases

Experience

- Experience of, or evidence of previous charity/fundraising roles
- Experience of database updating
- Experience of administration systems and office systems
- Experience of managing or maintaining a donor pipeline or fundraising CRM
- Experience of using data to monitor and improve fundraising performance
- Experience of carrying out donor or funder prospect research

Skills and Abilities

- Ability to work on own initiative and manage conflicting priorities
- Ability to plan projects from conception to delivery
- Excellent time management skills
- Excellent verbal, written and presentation skills
- Excellent proof-reading and editing skills
- Ability to work individually and as part of a team
- Ability to be flexible in response to changing needs
- Ability to analyse data and draw insights to inform fundraising decisions
- Comfortable working with fundraising platforms (e.g. JustGiving), email tools (e.g. Mailchimp), and CRM systems
- Strong attention to detail in both written and financial records

Personal Qualities

Ambitious, innovative, self-motivated and target driven. Able to show empathy for older people experiencing abuse and their families. Trustworthy, confidential, patient and a good relationship builder. Enjoys working individually and as part of a team.