

Fundraising and Communications Officer

Who we are

The Harbour is a small charity based in the centre of Bristol. Since 1991 we have offered counselling and psychotherapy services to people with a serious or life-threatening illness, their carers and loved ones, and people who have been bereaved. Following the pandemic our service is more important than ever, and we have seen a significant increase in demand for the counselling we offer. At a unique point of potential growth for the organisation, we have innovative and ambitious plans to meet this demand and are looking for the right person to support our efforts. There is big potential for the individual to grow their experience and career alongside growth at The Harbour.

The role

This is an exciting opportunity for an ambitious and proactive individual to work within a small, friendly and dynamic charity that makes a genuine difference to people's lives. You will be responsible for securing significant income from a variety of sources, mainly from Grant-making bodies and individuals. This will involve identifying new opportunities, managing donor relationships and producing compelling communications to promote the work of The Harbour.

You should apply if

We're looking for a highly organised, proactive and flexible individual who relishes a challenge and who communicates persuasively. You'll be willing and able to get stuck into all aspects of fundraising and communications including bid writing, relationship management and meticulous record keeping and reporting.

You will have experience of developing and maintaining relationships with a variety of stakeholders and colleagues, and you will have the sensitivity and tact that is needed for working within a charity that supports people affected by life-threatening illness.

Ideally, you will have a track record in securing grants and building relationships with grant-making trusts but if you are a great writer with transferable skills (you might come from a sales, marketing, PR or business development background) we'd love to hear from you.

We have a fundraising CRM which will support your activity, and you will be inheriting a pipeline of committed and passionate funders who have supported us for many years. You will be joining us at a crucial time as we look to grow our service and connect with people who don't know about us but may desperately need our support. This is an opportunity to help transform our organisation, raising money to deliver more of our life-changing services and taking us from Bristol's best kept secret to a household name in the city.

If you want to join our friendly and committed team then we would love to hear from you. To request an application form, or to arrange an informal conversation about the role, please email recruitment@the-harbour.org.uk.

Fundraising and Communications Officer

Location:	Bristol-based office with opportunity for hybrid working
Hours per week:	21 (0.6 FTE)
Contract:	Permanent
Salary:	£24,000 - £28,000 pro rata (depending on experience)
Reports to:	Chief Executive
Responsible for:	Volunteer Fundraising Assistant

Main Job Purpose

The Fundraising and Communications Officer will be responsible for securing significant funds to support the work of The Harbour and developing communications that will effectively engage different audiences (e.g. funders, clients, prospective clients). The role will include bid writing, relationship management and meticulous record keeping and reporting.

Key responsibilities

1. Securing income

Grant-making Trusts

- Raise significant funds (annual target of £150,000+) in the form of grants from trusts and foundations.
- Maintain the prospect pipeline, submitting and tracking applications and liaising with grant-making trusts at all stages of the process.

Individual Giving

- Manage The Harbour's individual fundraising programme, raising money from current and former users of the service and members of the public and providing excellent donor stewardship

Businesses

- Develop relationships with organisations who might support The Harbour through charitable giving, pro bono support or voluntary hours.

2. Communications

- Effectively engage with diverse audiences for the purpose: of raising our profile, generating income, and developing our service.
- Manage regular communications with The Harbour's donors through newsletters, impact reports, social media and our website

3. **Reporting**

- Send funders timely and appropriate information about the progress and outcomes of projects.
- Produce internal fundraising reports and contribute to The Harbour's financial reports and annual reports.

4. **Relationship management**

- Develop and build relationships with existing, new, and former funders.
- Build relationships with The Harbour's therapists, administrative staff, and Trustees, working with them to understand the service, develop new projects and increase our network of supporters.

5. **Research**

- Take a proactive and creative approach to researching and qualifying fundraising prospects (including grant-making trusts and foundations, companies, individuals, and statutory bodies).

6. **Strategy**

- Work with the Chief Executive and board of trustees to refresh the organisation-wide Fundraising Strategy and Communications strategy, oversee its implementation and progress, ensuring that the organisation meets KPIs and targets.

Person Specification and experience

Essential criteria

- Skilled writer with strong strategic focus.
- Experience and proven skills in presenting compelling cases for support, verbally and in writing.
- Demonstrable success of securing significant income and achieving challenging financial targets and/or equivalent professional achievement.
- Confident using a variety of communications channels (e.g. social media, mail chimp)
- An organised, methodical approach to work, with the ability to multitask effectively.
- Ability to self-manage and work independently in a flexible environment with minimal supervision.
- A willingness to get involved, and the enthusiasm to turn your hand to a variety of tasks in order to achieve goals.
- Strong interpersonal skills, and ability to work collaboratively as part of a team.
- Strong attention to detail, patience and persistence.
- Sensitivity, tact and diplomacy.

Desirable criteria

- A track record of securing large grants from grant-making trusts and foundations.
- Proven success in securing significant income through individual giving.



Someone to talk to when you need it most

- Experience of producing engaging, detailed and accurate reports for funders and internal management teams.
- Proficient at using and managing a supporter database (eg CiviCRM, Salesforce etc).
- Experience of writing grant applications for a physical health or mental health charity and / or a counselling/psychotherapy charity/agency.

Application process

To apply for the role please email recruitment@the-harbour.org.uk to request an application form. The deadline for applications is **9am on Monday 17th October 2021**.

The Harbour recognises the positive value of diversity and is dedicated to being an inclusive organisation. We encourage applications from people of all backgrounds and are committed to having a team with a diverse set of skills and experience.

Research tells us that applicants (especially those from underrepresented groups) can be put off from applying for a role if they do not meet all the criteria or have been on an extended career-break. If you think you would be a good match for this role and can demonstrate some transferable experience please apply, regardless of whether you tick every box.

Please note we request no contact from recruitment agencies.

The Harbour
30 Frogmore Street
Bristol BS1 5NA

0117 925 9348
info@the-harbour.org.uk | the-harbour.org.uk
Registered Charity No. 1008360 | Registered Company No. 2681075