



PERSON SPECIFICATION
for the post of
FUNDRAISING OFFICER

QUALIFICATION(S)	Essential	Desirable
English Language and Mathematics GCSE or equiv. grade C or above	✓	
EXPERIENCE	Essential	Desirable
Experience of working in a fundraising department	✓	
Evidenced experience of managing / co-ordinating volunteer fundraisers		✓
Work with volunteers (other than volunteer fundraisers)		✓
Handling sensitive information appropriately	✓	
Working within a team environment	✓	✓
KNOWLEDGE, SKILLS & ABILITIES	Essential	Desirable
Excellent verbal and written communication skills	✓	
Excellent telephone and interpersonal skills	✓	
Affinity with the ethos of the charity		✓
Ability to handle calls and enquiries sensitively and appropriately from stakeholders, especially from people who may be vulnerable and/or bereaved	✓	
Ability to take initiative and work without regular prompting	✓	
Ability to work to tight deadlines	✓	
Ability to handle confidential and sensitive information appropriately	✓	
Demonstrable Knowledge of and advanced skills in Microsoft Office applications (Word, Outlook, Access, Excel)	✓	
Knowledge of and skills in Raiser's Edge CRM or similar		✓



KNOWLEDGE, SKILLS & ABILITIES - Cont'd	Essential	Desirable
Ability to manage varied workload (balancing office work, team meetings, supervision)	✓	
Ability to work with / encourage volunteers	✓	
Willingness to undertake further training as required		✓
Safeguarding of children and vulnerable adults – safe practice awareness		✓
PERSONAL	Essential	Desirable
Anti-discriminatory practice (positive regard for diversity and equality)	✓	
Ability to work within and contribute positively to the ethos and Values of a charity	✓	
Emotional intelligence and literacy	✓	
Ability to empathise whilst being able to make professional judgements within emotionally challenging environments	✓	
Willingness to work some unsocial hours (planned)		✓