

INFORMATION PACK

**FUNDRAISING
OFFICER**



WELCOME

Thank you for your interest in our organisation. Teesside Mind has been working in local communities to improve mental health and wellbeing for over 25 years. The environment in which we operate has changed hugely over this time, and mental health has never been as well understood.

However, government-funded services still aren't available for everyone who needs them, and some people are less well served than others. Young people and people affected by discrimination and poverty find it most difficult to get help. Our work won't stop until this has changed. There's much more we need to do, and that's why we're expanding our team.



Ours is a vibrant organisation to work for and our staff are our most important asset. Our values and our skills are equally important. We are compassionate, trustworthy and determined. We use evidence-based interventions, backed up by policies, training and clinical support to help people lead full and happy lives.

I hope you'll be interested in joining us once you've read this pack.

Emma Howitt
Chief Executive Officer

ABOUT US

We are the leading local mental health charity on Teesside. Our team of over 120 staff and 80 volunteers worked tirelessly to provide expert help to over 12,000 people last year; 3,000 people more than anticipated as a result of Covid. We adapted to lockdowns, our services stayed open throughout, and we made sure we reached out to everyone we could. The difficulties we've all experienced in the last 18 months have only made us more determined to pursue every opportunity we can to improve mental health and wellbeing in our area.

We provide a broad range of help including

- Community projects that enable people to participate in different activities to improve their mental wellbeing and make connections with others, including sports, arts and nature projects
- Volunteering projects that help our charity, create ways in which people learn new skills and give back to their community
- One-to-one support provided by skilled, qualified staff helping people achieve their personal recovery and wellbeing goals
- Accredited therapies for adult and young people as part of NHS commissioned services and our private therapy service
- Training for employers and their workforce to improve workplace mental wellbeing.

We work right across our communities with children in primary schools through to older people in their 90s living in their own homes. People's lives are complex which means we are usually dealing with multiple issues. We work with many like-minded organisations who direct people to us, including GP practices, secondary mental health services, older people's services, schools and youth organisations, other charities, and many more.

OUR VALUES

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



How we helped Hannah

Hannah was 19 when she was referred to us by Specialist NHS Mental Health Services. Hannah had been referred to several services without getting the help she needed. Hannah was a new university student. She was experiencing overwhelming emotions; her main coping strategy was to self-harm. We worked with Hannah to help her make her life more stable and safer. We took time to listen and acknowledge her experiences. We worked with her on low mood and anxiety. We helped her get the benefits and debt advice she needed and plan moving from private to student accommodation. We supported her to talk to student welfare about the university work she had missed and to register with a GP. Hannah did these things herself, with our help and encouragement, and gained hope for a different future.

Can you help us?

Would you like to join us at Teesside Mind and help us to continue our great work?

Could you join our team as our fundraising officer?

If you are interested, then keep reading...

THE ROLE

This is an exciting opportunity to join Teesside Mind as our Fundraising Officer. You'll be an important part of the fundraising team and will play a pivotal role in the organisation, helping to ensure we have a growing stream of income and helping to raise awareness of our work.

You'll work closely with the fundraising manager and the marketing team, to ensure our fundraising activities are embedded within the wider brand strategy and to maximise impact and income generation. You'll also work with external partners and suppliers.

Focusing largely on our community and challenge event fundraising, you'll be supported by a group of committed volunteers to help deliver events, initiatives and campaigns.

You'll be acting as the first point of contact for fundraising enquiries, providing donor care and stewardship, working closely with schools, community groups and individuals, who want to support us by raising funds. Building relationships is an essential part of the role and you'll support others in their fundraising journey offering guidance, advice and materials. Delivering an exceptional supporter experience and providing outstanding customer care to all donors through a variety of communications methods including via the telephone, e-mail, social media, written enquiries and face-to-face meetings is essential. You'll also represent us at community events, talks and assemblies, sharing key messages and enhancing our reputation and inspiring people to support us.

You'll be responsible for delivering our own fundraising events such as our Schools Programme Mental Elf Runs and Colour Runs, other Christmas campaigns and supporting the delivery of our Bark in The Park event amongst others. You'll also manage our involvement in third party challenge events such as The Great North Run, the Three Peaks Challenge, Sky Dives and many more.

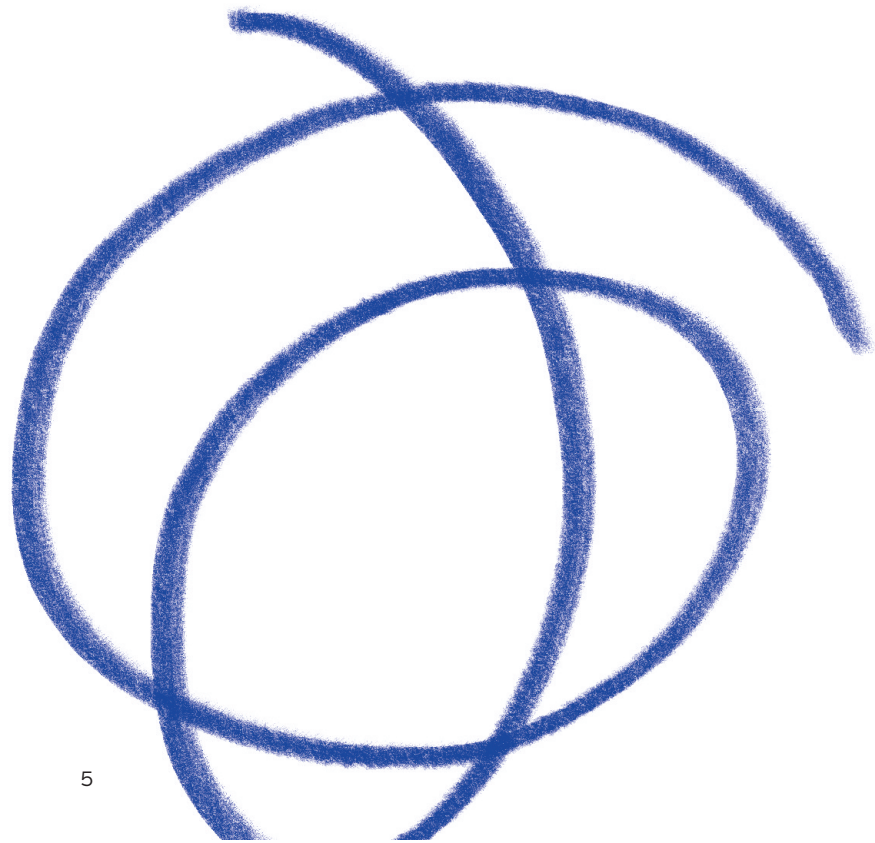
In terms of processes and protocols, you'll ensure accurate data relating to fundraising activity, fundraiser volunteers and contacts with fundraisers is entered into our data management system. In addition, you'll ensure all the legal requirements for fundraising are adhered to, following the Fundraising Regulator's Code of Practice and Chartered Institute of Fundraising guidance, as well as our own fundraising policies and procedures.

Do you have the knowledge and personal qualities to do this job well? If you can answer yes to the questions below then we'd love to hear from you...

- Do you share our values and passion for improving mental health on Teesside and empowering people to live full and happy lives?
- Are you ready to help generate funds to secure our services in the long term?
- Do you enjoy building relationships and supporting people to achieve a goal?
- Can you inspire and motivate others to make a difference?
- Are you hard-working, creative, resourceful and tenacious?
- Do you enjoy being hands-on, organising events and activities and have a good eye for detail?
- Would you like to work alongside a dedicated team and develop new skills?
- Are you committed to Teesside Mind's values and aims?
- Are you committed to treating everyone with respect, dignity and fairness, and to challenging discrimination?

SKILLS AND EXPERIENCE NEEDED FOR THIS ROLE

- Experience of working in a fundraising, engagement team or similar background for at least 1-2 years
- A commitment to understanding Teesside Mind's audiences and delivering memorable fundraising experiences through excellent stewardship
- Experience of community and/event fundraising
- Proven ability to develop and maintain good working relations with a wide range of people and audiences
- Experience of working collaboratively to achieve goals
- Experience of record keeping
- Strong interpersonal skills to build authentic and effective relationships
- The ability to work with external agencies and partners to work collaboratively towards team and organisational objectives
- Excellent communication skills, including the ability to deal with people at all levels and in all walks of life, on the telephone, face-to-face and in written communication Excellent presentation skills
- Strong influencing skills to encourage participants to exceed fundraising targets and do more for Teesside Mind
- Excellent project management skills, including managing multiple projects simultaneously with the ability to ensure work is planned, prioritised, and organised to achieve set deadlines
- High level of accuracy and attention to detail
- Good IT skills (e.g. MS Outlook, Excel, Power Point, Word, Mail Chimp, CRM systems etc) including social media skills
- Ability to adapt to and use new technologies to complete tasks
- This job description is a guide and not an exhaustive list of all responsibilities the post-holder may have over time.



Main Terms and Conditions

Responsible to:

Fundraising Manager

Hours:

Full time – 36.5 hours per week

The nature of this role requires some occasional evening and weekend working.

Location:

Hybrid working with a combination of homeworking and regular attendance at our Teesside offices, including regular travel throughout the region.

Salary:

£24,692.81

Term:

Permanent

Disclosure:

This position is subject to a 26-week probationary period, Right to Work Check, satisfactory references and an enhanced DBS check and subsequent re-checks.

Other:

Valid Driving License with access to a car, business insurance, and willing to travel to locations throughout Teesside and occasionally the wider region.

How to Apply

We hope you've found this information comprehensive and persuasive. Before you apply, please ensure you have read the information about the role in detail.

For an informal discussion about the role or to ask any questions, please contact Claire Pitt initially by email, on claire.pitt@teessidemind.org.uk

Interviews are planned Monday 29 and Tuesday 30 April.

**Closing date for applications:
Monday 22 April at midday**

INFORMATION PACK

FUNDRAISING OFFICER



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