Community Fundraiser
Job Description

Job Title	Community Fundraiser
Line Manager	Senior Community Fundraising Manager
Location	30-32 Upper Maudlin Street, Bristol BS2 8DJ, with potential for hybrid working
Terms	Permanent, Full time
Salary	£26,500 to £28,000 DOE

For over 30 years, Wallace & Gromit's Grand Appeal has helped to transform children's healthcare in Bristol, funding pioneering treatment, facilities and research at Bristol Children's Hospital and the Neonatal Intensive Care Unit at St Michael's Hospital.

By uniting philanthropy with world-class medicine, the charity enables clinicians to deliver exceptional care and improve outcomes for babies and children across the South-West and beyond. Alongside this, we operate three family accommodation houses, giving parents and families somewhere to stay close by, where we can support them during their child's stay in hospital. Our long-standing partnership with Aardman underpins the charity's national profile and reach.

Our passionate and motivated community fundraising team are seeking a Community Fundraiser to help with their ambitious plans to expand the community programme to increase activity and income whilst continuing to deliver excellent supporter care to our incredible family of fundraisers.

Our 13-strong fundraising team works across five specialist areas, covering corporate partnerships, community fundraising, events, individual giving and philanthropy. This role sits within the Community Fundraising Team, working closely with three other team members while also collaborating with the wider fundraising team.

Community fundraising is all about inspiring and supporting individuals, groups, schools and organisations across the region to raise money in ways that are meaningful to them. Whether it's taking on a personal challenge, organising a fundraising event, supporting one of our wider public campaigns or bringing a community together. Our community fundraising team provide guidance, tools and inspiration that help supporters make a difference.

This role is a fantastic opportunity for an aspiring and multi-talented individual looking to develop their career in community fundraising in an ambitious charity. With previous experience in fundraising, you will work closely with the community team to ensure that significant growth is achieved within the community fundraising programme.

You will be friendly, approachable and a highly motivated team player with excellent oral and written communication skills. Your warm personality will enable you to engage, motivate and influence a wide range of people, including members of the public, our fundraising families, schools, groups and hospital staff. Enthusiasm, initiative and energy are key attributes of The Grand Appeal's team members.

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You will be confident and happy to travel across the South West and thrive on promoting The Grand Appeal through the delivery of talks and presentations to schools and groups. You will enjoy meeting fundraisers to talk through their plans and advise and help them to maximise their fundraising potential. You'll also excel at thanking donors through arranging cheque presentations and sending personalised thank you letters and handwritten cards. Equally important, you'll bring empathy, compassion and emotional intelligence to the role. You will be able to sensitively support and converse with families in difficult situations and guide their fundraising appropriately, offering the highest quality stewardship at all times.

If you are motivated by purpose, value and integrity, and want your work to have real-world impact, we would love to hear from you. The role holder will be required to complete a DBS disclosure check.

Key Responsibilities

Support the delivery of the community fundraising programme

- Provide effective and efficient support to the community fundraising team to meet team objectives and contribute to the delivery of the community fundraising strategy.
- Steward and support our mid-level community fundraisers, including but not limited to Third-party organised challenge event fundraisers, Shine Bright Christmas fundraisers, Hot Dog Dash participants, runners, cyclists, sports clubs and groups, schools and in memory fundraisers.
- Deliver engaging presentations and talks to schools and community groups primarily in the Bristol area but also throughout the South West and South Wales.
- Represent the charity and attend fundraising, networking and stewardship events, including cheque presentations as required.
- Assist in the organisation and delivery of community fundraising stewardship events.
- Be a proactive member of the community team – contributing ideas to help innovate and shape community fundraising ideas and projects.
- Maintain knowledge of all products offered by the fundraising team, including the lottery and events so that opportunities for cross-promotion can be utilised.

Engage and motivate charity supporters

- Manage mid-level community fundraisers, forging strong relationships through high-quality customer care, optimising opportunities for increased support and encouraging long-term engagement, ensuring all supporters have a positive experience engaging with the charity.
- Deliver an exceptional individual, written and verbal stewardship programme to all our supporters, ensuring all fundraisers are thanked in a timely and appropriate manner.
- Provide regular support to the operation of our stall in Bristol Children's Hospital, selling merchandise and liaising with potential supporters.
- Supervise and support volunteers when required.

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Community fundraising administration

- Maintain The Raiser's Edge database to ensure data and fundraiser communications are recorded and updated accurately and in accordance with GDPR, creating supporter records when required and ensuring meticulous attention to detail and accuracy.
- Ensure that all donations are coded and recorded correctly on our database, liaising with the finance team when necessary.

Communications and marketing

- Provide case studies to the communications team to aid the creation of fundraising materials and reporting documents.
- Share engaging fundraiser stories with the comms team to share on our website, social media channels and press to thank our fundraisers and inspire others to fundraise for us.

Other tasks

- Keep abreast of governance requirements pursuant to all communications /marketing activity including but not limited to the Charities Act, Fundraising Regulator, Institute of Fundraising Code of Practice, Gambling Commission and General Data Protection Regulation.
- Ensure accurate and effective use of the database and that agreed standards of supporter stewardship and processing of personal and financial information are met.
- Carry out other tasks and duties as required to support colleagues in the wider team.

Essential Skills & Qualifications

- At least two years' relevant experience ideally in a community fundraising role.
- Experience of working in an office environment and as part of a team working towards defined goals.
- Experience in cultivating supporters and providing high quality and tailored stewardship to low-mid level supporters.
- Understanding of the principles of excellent stewardship and experience of being able to converse with a variety of people in different situations.
- Excellent presentation skills, with the ability to engage, inspire and motivate supporters, participants and a wide-ranging audience.
- Excellent IT skills, including proficiency in Microsoft Office applications and experience using databases to record accurate and up to date information.
- Excellent organisational and time management skills with the ability to prioritise conflicting demands whilst maintaining accuracy and attention to detail.
- Excellent verbal and written communication skills with ability to build and maintain relationships, particularly with supporters, volunteers and team members.
- Understanding of charity fundraising laws, regulations and best practice, including GDPR and Gift Aid.

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Desirable skills

- Personal participation in a fundraising event or challenge.
- Experience of working with schools.
- Experience of working with volunteers.
- Understanding of health, safety and legal requirements of community fundraising.

Other Requirements

- Willingness to travel to events and work occasional evenings and weekends when required (TOIL provided in most circumstances).
- Full UK driving licence and access to a vehicle.
- Commitment to keeping up to date with relevant policies, procedures and legislation.
- Willingness to complete all mandatory training required by the charity.

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the charity. All job descriptions are non-contractual and give a sense of the broad scope of the role and so include a level of flexibility. While they list some key tasks, there will also be tasks that arise, and which can be reasonably expected of the role.

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Our Team Culture & Values

Top talent:
We seek to recruit and nurture top talent in every team.

Championship teams:
We work together to deliver results we'd be unable to achieve on our own.

Mission first:
Our work for Bristol Children's Hospital (BCH) and Neonatal Intensive Care Unit (NICU) is of paramount importance and remains our focus at all times. We ensure that our culture is harmonious, friendly and supportive so that we stay focused on achieving our goals.

Community focus:
Our Grand Appeal community is at the heart of everything we do. We build lasting relationships by being open, transparent and trustworthy.

Positive energy:
We are determined, optimistic and ambitious.

Ambition, innovation and brilliant execution:
We collaborate and develop efficient, effective and creative strategies to help us deliver our team goals and the Charity's Primary Purpose. We always strive for high-quality work and action.

Clear communication:
We are direct and always strive to explain what we mean in clear, transparent language. We understand the importance of accurate drafting, use of language, and prompt sharing of information to improve collaboration and productivity.

Responsibility:
We each take responsibility for our actions. We share successes and failures as a team. We acknowledge excellent performance in others. We encourage improvements across the organisation even in ways that are not explicitly part of our job.

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What we offer

At The Grand Appeal, you'll join a friendly, talented and supportive team of around 45 people, who share one mission: making a difference for sick children and their families. We offer a creative, inspiring workplace opposite Bristol Children's Hospital.

We offer:

- Competitive salary
- Generous holiday allowance
- Healthcare plan (after probation)
- Pension scheme (including a salary sacrifice option)
- Hybrid working approach

If this sounds like the right workplace for you, you have the required skills and experience, and you are looking for a new challenge, we would love to hear from you.

How to apply

Complete the application form and send to jobs@grandappeal.org.uk with a copy of your CV.

The closing date/time for applications is midnight on Thursday 5th November 2026.

For an informal discussion, please contact Kate Jones, Senior Community Fundraising Manager on 0117 927 3888 or jobs@grandappeal.org.uk

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