

open door 

Candidate Pack

**Fundraising
Coordinator**

Want to do something amazing?

Open Door is one of Merseyside's most dynamic and progressive independent charities committed to shaping change in mental health. Based in Birkenhead, we deliver a holistic and creative programme of services that support the wellbeing and mental health of young people and families, using innovation, arts and culture as catalysts for change.

All our programmes are free of charge and we have no waiting lists; we are committed to providing free, fast and effective mental health support at the point that people need it most. Our beneficiaries join our organisation as 'members' and can access a wide range of services including workshops, activities and individual support. Our offer is engaging and versatile, providing choices that aren't available through conventional mental health services.

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We apply creativity and innovation to everything that we do; our services are led by a dynamic team of staff and trained peer mentors who, using their own personal experiences and a range of effective tools and programmes, support individuals through to better times.

We have two main sites in Birkenhead, and over the past 13 years have grown to become one of the largest independent providers of talking therapies in Merseyside and one of the most progressive organisations of our kind in the UK.

We were awarded the Queens Award for Voluntary Service in the 2019 Honours List, the Investing in Volunteers Chartermark in 2019 and most recently we were named as a winner of the prestigious Kings Fund x GSK Impact Awards for our excellent work in health and wellbeing.

Open Door is all about empowerment, culture and opportunity. Not only do we offer support services for our members, but we also provide our local community with a creative and social space, Bloom Building. From Bloom, we offer hot-desking, workshops, tenancies and more. We host art exhibitions, an eclectic events programme and a network of cultural and health partners who work together with Open Door to co-create a vibrant programme of activities for new and existing members, taking mental health support out of traditional, clinical models and into the heart of engaging, non-stigmatising arts and culture.

Our organisational values are:

- Human
- Fire
- Visionary
- Professionalism





Our vision

What we hope to achieve in the longer term

Together our members, mentors and staff transform cultures around mental health. The times when we need support become moments of meaningful change. We all have opportunities to connect with brilliant people, transformative tools, and inspirational places.

Our mission

Why we are here and what we do

Open Door exists to shape meaningful change in mental health. We create inclusive communities, joyful places and evidence-based programmes that empower people to be mentally well. What we do first-hand in Merseyside, we share with others, inspiring change across the UK.

Creativity and shared experience is at the heart of everything we do; we innovate, we collaborate, and we push for lasting change.

Our future

Open Door Charity has been through a significant period of development over the past three years; we've taken on new projects and commissioned services supporting families and care experienced young people, we've significantly grown our staff and volunteer team and operate from two main sites in Birkenhead. We have just established a robust senior leadership team, governed by a strong board of trustees and have just passed our 13th anniversary. We have some exciting projects in the pipeline and now is a great time to join the Open Door Charity to help us on the next stage of our development.

In our most recent staff survey, our team reported:

100%

of staff feel valued by their manager.

100%

of staff feel they are part of a supportive team and have good working relationships.

100%

of staff feel positive about the work they are doing at Open Door.

A place to develop

Open Door Charity strives to be the best job you ever have. We understand that when we recruit passionate, driven and ambitious people we won't be the last stop in your career journey. We are committed to ensuring your time with us is as transformational and developmental as it can be for the charity and for your personal and professional development.

The ways we achieve this include:

- Access to networking events within the third sector and beyond
- Access to training opportunities within your role
- Regular one to one meetings with your line manager

“ODC is in a hugely exciting place.

We have been in the world for 13 years, delivering a dynamic and holistic package of services that are helping set the tone nationally in how mental health can be supported, where the mental health conversation sits and the power of deep human connection and collective experiences to bring about tangible change in peoples lives.

We have large scale commissioned projects which we now deliver independently and alongside regional and national partners, and are pressing ahead with creating what we believe will be the most progressive and spectacular wellbeing and creativity environment in the UK - Joy.

To achieve all of this we need the best people to come on board, so have focused efforts and resources in recent years on creating a workplace which is exciting, challenging and fun to be in, gets the best out of its people, supports one another and has the achievements of our people’s purpose front and centre in our approach.

We will do everything we can to make this the best job you will ever have. We look forward to hearing from you.”

Lee Pennington - Charity Director



Background to role

This role comes at an exciting time in Open Door's development as a charity. We are growing the Fundraising team to ensure that we are prepared for our ambitious future.

A key role of the Fundraising team is to build strategic ambitions to diversify our income, so we can continue to expand the reach of our services, and support more young people with their mental health when they need us the most.

As the Fundraising Coordinator you will be the forward-facing member of the Fundraising team, building strong relationships with our supporters, providing encouragement and acknowledgement to fundraisers, as well as playing an important role in driving fundraising income from a community level.

You will work closely with the Fundraising Manager and Head of Fundraising to support with building an exciting programme of events and opportunities for community fundraising to encourage supporter engagement and build sustainable income generation.

Whilst experience in a similar role is appreciated, we also highly encourage applications from individuals who are starting out in their Fundraising career, have the drive and desire to develop their skills within the third sector, and want to be a part of an organisation that is creating positive change in the way mental health support is seen, heard and accessed.

Job description

- **Role:** Fundraising Coordinator
- **Working pattern:** 37.5 hours per week, Monday - Friday (Occasional evening and weekend work required)
- **Location:** Bloom Building, Birkenhead.
- **Contract type:** Permanent*
- **Reports to:** Fundraising Manager
- **Salary:** £24,000

*Dependent on a successful 3-month probationary period, demonstrating ODC values and excellent execution of responsibilities.

Other benefits:

- 25 days annual leave (excluding bank holidays), plus annual Christmas shutdown
- Extra day of annual leave on your Birthday (or nearest working day if Birthday falls on a weekend)
- Weekly staff yoga
- Opportunity to take part in quarterly team away days
- Cycle to work scheme
- Wellbeing support available
- Free eye tests

Main Duties and Responsibilities

- Overseeing the community fundraising pipeline, building relationships with and securing the support of local, regional and national community organisations, such as sports teams, schools and clubs, to fundraise for Open Door.
- Being the first point of contact for Open Door fundraisers and donors, taking enquiries over the phone, email and in person as appropriate.
- Working closely with the Fundraising Manager and Head of Fundraising to continue to build and develop our fundraising offer at Open Door, bringing ideas to meetings and seeking new opportunities wherever possible.
- Attending in person external community events to show support to our fundraisers, and to further engage with community members.
- Building strong relationships with and providing excellent stewardship to all fundraisers, with a particular focus on those taking part in challenge events and community fundraisers.
- Sending fundraising materials and acknowledgement letters to donors and fundraisers in a timely manner.
- Monitoring new event registrations and the set up of fundraising pages, across a variety of online platforms.
- Accurately inputting supporter data into our CRM database Beacon and processing all donations made to Open Door, working with relevant colleagues to ensure all financial information is correct and up to date.

Main Duties and Responsibilities

(continued)

- Designing and updating letter templates or other fundraising materials to be shared with supporters.
- Creating marketing materials in line with Open Door's brand guidelines, including social media posts and promotional leaflets.
- Monitoring the stock of fundraising materials, and ensuring new materials are ordered with approval of the Fundraising Manager.
- Creating engaging content for our monthly fundraising newsletters, and sending these to supporters using Mailchimp.
- Sourcing fundraiser stories and photos to promote on our charity social media platforms.
- Building strong internal relationships within Open Door, to successfully engage in cross-team working as required.
- Maintaining an in-depth understanding of Open Door's projects and programmes, to be able to effectively promote these to potential fundraisers.
- Acting with integrity and honesty in all Fundraising activities, and raising any concerns with the Fundraising Manager or Head of Fundraising as appropriate.
- Supporting the Fundraising team with other administrative processes as required.

You will be a great fit if...

You have this experience: (Essential – E, Desirable – D)

- Experience in an administrative role (E) that involves financial data. (D)
- Working closely with colleagues in a team environment to achieve shared targets. (E)
- Communicating with supporters or customers over the phone, via email, letter and in person. (E)
- Using Microsoft Office packages, including Excel, Word and mail merge to produce letters and other formal documents. (E)
- Networking and building relationships with external partners across the community. (D)
- Working with people who have a lived experience of mental health problems. (D)
- Experience of working in the charity sector, whether in a voluntary or paid capacity. (D)
- Using Customer Relationship Management databases to accurately input, analyse and report on supporter data, in line with GDPR. (D)
- Creating and scheduling posts on social media platforms, such as Facebook, Instagram and LinkedIn. (D)

You will be a great fit if...

You have these skills:

- Excellent written and verbal communication skills, with a strong attention to detail. (E)
- Ability to be personable and empathic when speaking with and meeting fundraisers, who may have a personal experience of or strong connection to mental health problems. (E)
- Ability to work closely with colleagues across the organisation to achieve common goals for Open Door. (E)
- Ability to organise a varied workload, multi-task and problem solve. (E)
- Professional and responsible attitude, acting with integrity and honesty in all workplace activities. (E)
- Committed to own personal development, and willing to undergo additional training when the opportunity arises. (E)
- A clear understanding of the importance of data protection regulations and GDPR. (E)
- Willingness to attend fundraising events outside of normal working hours (for which TOIL will be granted). (E)

You will be a great fit if...

You have these skills: (continued)

- Being confident engaging with colleagues and volunteers at all levels within Open Door. (E)
- Knowledge of digital fundraising platforms, including JustGiving, Enthuse and Muchloved. (D)
- Ability to identify improvements to existing processes, encouraging efficiency across the Fundraising team. (D)
- Knowledge of the charity sector, and the relevant legislation and regulations that govern fundraising processes. (D)

You demonstrate these behaviours:

- Driven
- Passionate
- Motivated
- Organised
- Problem-solver
- Proactive
- Honest
- Reliable
- Enthusiastic
- Team-player

Any questions, get in touch

Email us:

vacancies@opendoorcharity.com



Registered with
**FUNDRAISING
REGULATOR**

We are committed to having a diverse workforce and promoting equality, however, this is a work in progress, and we know we still have a way to go. We value and respect all differences in all people (seen and unseen) and we aspire to inclusive working experiences and an environment that reflects the communities we serve, where our people have equal access to opportunities, their voices are heard and they can contribute to our future.

We actively encourage applications from care leavers, BAME and LGBTQ+ candidates, those from lower socio-economic backgrounds, and those with a disability. If you are called for interview and have any accessibility requirements, please let us know.

To register your interest, please send a copy of your CV, completed equality & diversity form and cover letter outlining how you meet the requirements through to vacancies@opendoorcharity.com.

This opportunity closes **Monday 28th April, at 5pm**. We reserve the right to close this vacancy if we receive a high number of applications.

We look forward to hearing from you!



www.opendoorcharity.com

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