

# Fundraising Officer Role – Events, Challenges & Community Fundraising





# WELCOME

## **A few words from our CEO**

Thank you for your interest in our organisation and this role.

We're proud to have directly helped 27,000 local people this last year, more than we've ever supported. We've been working in local communities to improve mental health and wellbeing for 30 years and during that time our support has evolved, enabling us to help people in new and impactful ways.

We believe everyone has the right to enjoy good mental health and our team of trusted professionals provide expert support to help people lead full and happy lives. What's more, we campaign locally to improve services, raise awareness and promote understanding of what good mental health looks like.

Ours is a vibrant organisation to work for and our staff are our most important asset. We know just how important the benefits of a mentally healthy workplace are. So, it's only natural that our people and our culture are at the heart of all we do. Staff wellbeing is a high priority for us and we take great care and pride in making sure that everyone who works with us feels valued and supported. We're dedicated, friendly and open, working together to improve the lives of local people experiencing mental health problems.

I hope you'll be interested in joining our team once you've read this pack and I look forward to meeting you.

**Emma Howitt**  
**CEO**

## 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.



"We've loved supporting Teesside Mind and our children had the most magical time taking part in the festive fundraising run with Buddy the Mental Elf. Teaching our children about what good mental health looks like is so important and the mental elf run and colours runs have helped us to weave messages into fun activities. The assemblies they've delivered are hugely beneficial and added value for us. We're so happy to continually support the great work the charity does for the local community.

**Mr Hunter, The Avenue Primary School, Middlesbrough**

## About The Role

This is an exciting opportunity to join Teesside Mind's growing fundraising team as a Fundraising Officer at a key time in our team's development. You'll play a pivotal role, helping to ensure Teesside Mind's fundraising income continues to grow and raising awareness of our work.

Focusing largely on our events, challenges and community fundraising, you'll be responsible for growing income from these streams, building on our existing portfolio and developing new events, initiatives and opportunities for more people to support us.

## What You'll Do

You'll be responsible for the organisation and delivery of our existing events such as Bark In The Park and developing new events. You'll also manage fundraisers in our portfolio of exciting challenge-based events such as Middlesbrough Half Marathon and Total Warrior, seeking out new challenge opportunities to grow income from this stream.

You'll support our community fundraising, providing an exceptional supporter journey for our fundraisers and representing Teesside Mind at community events and talks to share key messages, raise awareness and inspire support.

You'll also be:

- Supporting the Fundraising Manager in delivering Teesside Mind's fundraising strategy, ensuring alignment with the wider brand and marketing objectives
- Acting as the first point of contact for fundraising enquiries, providing excellent donor care and stewardship
- Building and maintaining strong relationships with community groups, individuals, and volunteers to support their fundraising efforts
- Delivering an exceptional supporter experience through various communication channels including phone, email, social media, written correspondence, and face-to-face meetings
- Supporting the delivery of our schools programme events such as Mental Elf and Colour Runs when needed
- Working collaboratively with internal teams and external partners to maximise fundraising impact and ensure consistent messaging
- Ensuring accurate and timely data entry into the SRM system, maintaining records of fundraising activity, volunteers, and supporter interactions
- Adhering to all legal and regulatory requirements, including the Fundraising Regulator's Code of Practice and internal policies and procedures

This job description is a guide and not an exhaustive list of all responsibilities the post-holder may have over time.

Do you have the knowledge, skills 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?
- Do you enjoy being hands-on, organising events and activities and have a good eye for detail?
- Are you committed to Teesside Mind's values and aims?
- Are you committed to treating everyone with respect, dignity and fairness?

## Person Specification Criteria

<b>Experience &amp; Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Experience in a fundraising, engagement, or similar people-facing role	●	
Experience of community and/or event fundraising	●	
Experience of working collaboratively to achieve goals	●	
Experience of record keeping	●	
GCSE English and Maths grade C/4 or above	●	
Educated to A-level standard		●
Experience working with CRM systems or supporter databases		●
Experience working with volunteers		●
First Aid at Work certificate		●
Mental Health First Aider		●

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Understanding of fundraising principles and donor stewardship	●	
Awareness of the Fundraising Regulator's Code of Practice and relevant legal requirements	●	
Knowledge of the mental health sector or charity landscape in Teesside		●

<b>Skills and Competencies</b>	<b>Essential</b>	<b>Desirable</b>
Excellent interpersonal skills to build authentic relationships	●	
Strong written and verbal communication skills	●	
Excellent presentation skills – comfortable delivering presentations to a wide age range of audiences in a confident and engaging manner	●	
Strong influencing skills to encourage supporters to exceed fundraising targets and do more for Teesside Mind	●	
Strong organisational and project management skills – able to work professionally and efficiently across multiple priorities and to deadlines	●	
Ability to motivate and inspire others to exceed fundraising targets	●	
High level of accuracy and attention to detail	●	
Good IT skills (MS Office, Mailchimp, CRM systems, social media) with the ability to adapt to and use new technologies	●	

<b>Other Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Demonstrates a commitment to understanding Teesside Mind's audiences and delivering memorable fundraising experiences through excellent stewardship	●	
Acts with integrity and with a respectful, fair, and inclusive approach	●	
Shows resilience, initiative and tenacity with a proactive and creative approach to problem-solving	●	
Comfortable with hands-on event delivery including outdoors	●	
Enjoys working as part of a team and developing new skills	●	
Willingness to work occasional evenings or weekends for events	●	

## Main Terms and Conditions

**Job Title:**

Fundraising Officer Role – Events, Challenges & Community Fundraising

**Contract:**

Permanent

**Responsible to:**

Fundraising Manager

**Hours:**

Full-time, 36.5 hours.

The nature of this role requires occasional evening and weekend working

**Salary:**

£26,000 p.a.

**Location:**

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

**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

If you would like to find out more about this opportunity, please call 01642 257 020 to speak to Claire Pitt, Fundraising Manager.

Please complete the application form on our website.

Interviews will be held on Monday 20<sup>th</sup> April with skills test taking place on Tuesday 21<sup>st</sup> April.

**Closing date for applications:  
Monday 13<sup>th</sup> April 2026**

## Standard benefits:

- Defined salary according to job evaluation and Teesside Mind pay scales
- Contributory pension scheme
- Travel expenses in line with HMRC

## Enhanced benefits:

- Access to EAP wellbeing service
- Holidays commence at 26 days plus 8 BH and increase with length of service up to 32 days plus 8 BH\*
- Up to 2 days (15 hrs) off for volunteer / charity work\*
- Up to 3 days (22.5 hrs) off for time off to care for dependants\*
- Up to 6 hrs for medical appointments\*
- Up to 2 weeks of bereavement leave for the death of a close/immediate family member\*
- Enhanced Maternity, Adoption, Surrogacy, Paternity pay
- Free parking at Middlesbrough and Stockton offices (subject to availability)
- Access to financial rewards and discounts for high street shops, restaurants, holidays etc.

## Other Family Friendly Benefits:

- Flexible working\*\*
- Hybrid working\*\*
- Other time off including but not limited to carers leave or parental leave either paid or unpaid as defined by statutory provisions.

## Personal Development:

- Monthly supervision and a personal development plan (with and without funding - subject to approval)
- Annual development day for staff and volunteers

All essential job criteria are subject to reasonable adjustments in line with the Equality Act 2010

- \*All benefits are pro-rata for part time or part year contracts
- \*\* Subject to meeting the needs of the individual, the team and service delivery

INFORMATION PACK

**Fundraising Officer  
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Challenges &  
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