



Job Title	Donor Engagement Coordinator
Responsible to	Head of Fundraising
Salary	£28,000 - £33,000 per annum, depending on experience
Hours	Full-time – 37 hours per week
Staff Responsibility	None
Base	Hybrid (2-3 days office based in Chester) – with travel across Cheshire, Halton and North East Wales

Why Join Vision Support

Vision Support is a long-established charity supporting people living with sight loss across North East Wales, Cheshire and Halton. As we approach our 150th anniversary, we are entering an exciting period of growth and development.

By joining Vision Support, you will be part of a dedicated team working to improve the lives of people affected by sight loss. You will play an important role in ensuring that individuals

receive the right support at the right time and that our services remain accessible, responsive and safe.

Role Purpose

This is an exciting opportunity to help shape and grow our fundraising function.

Working closely with the Head of Fundraising and the Fundraiser, you will build the systems, processes and supporter journeys that underpin successful fundraising. You will ensure donors receive an outstanding experience, coordinate fundraising activity and events, maintain an accurate fundraising pipeline, and help identify and develop new income opportunities.

This role is ideal for someone who enjoys combining relationship building with excellent organisation and wants to play a central role in developing a modern, ambitious fundraising team.

The role involves travel throughout our region, including travel to community venues, businesses, events and meetings. Some travel may involve locations or times that are not well served by public transport. The postholder must be able to travel reliably and independently to fulfil the requirements of the role.

Vision Support welcomes applications from disabled people and will consider reasonable adjustments, including support available through Access to Work.

Key Responsibilities

Donor Stewardship & Engagement

- Develop and deliver an excellent donor stewardship programme.
- Build positive relationships with individual, corporate and community supporters.
- Ensure timely, personalised acknowledgement and thank you communications.
- Coordinate quarterly donor updates demonstrating the impact of giving.
- Identify opportunities to deepen supporter engagement and encourage repeat giving.

Fundraising Operations

- Develop and maintain an accurate fundraising pipeline, initially using Excel before supporting the implementation of a CRM system.
- Maintain accurate records of donors, prospects, applications and fundraising activity.
- Produce regular pipeline, income and activity reports for the Head of Fundraising.

- Develop efficient fundraising processes and systems that support future growth.
- Ensure fundraising activity complies with relevant legislation and best practice.

Income Generation

- Research prospective corporate partners, major donors, trusts and foundations.
- Support the development of compelling funding applications, sponsorship proposals and fundraising presentations.
- Work with the Head of Fundraising to identify new income opportunities.
- Support the development of fundraising campaigns and appeals.
- Develop and maintain a healthy pipeline of prospective supporters.

Events & Corporate Partnerships

- Coordinate the planning and delivery of fundraising events.
- Support sponsorship recruitment and corporate partnerships.
- Manage event logistics and supporter communications.
- Work with volunteers and external partners where appropriate.

- Evaluate fundraising events and identify opportunities for improvement.

Team Working

- Work closely with the Head of Fundraising to deliver the fundraising strategy.
- Maintain excellent communication and visibility of fundraising activity.
- Build effective relationships with colleagues across the organisation.
- Contribute ideas to improve fundraising performance, supporter experience and operational efficiency.

Person Specification

Skills and Qualifications

Essential

- Experience working within fundraising, business development, partnerships or relationship management.
- Excellent organisational and project management skills.
- Experience managing multiple priorities and delivering to deadlines.
- Strong relationship-building and communication skills.
- Experience maintaining accurate records and reporting information.
- Confident using Microsoft Office, particularly Excel.
- Ability to analyse information and identify opportunities.

- Self-motivated with excellent attention to detail.
- Able to work independently while contributing positively to a team.
- Ability to travel regularly and reliably throughout the organisation's operating area, including occasional evening and weekend events, with reasonable adjustments where required.

Desirable

- Charity fundraising experience.
- Experience implementing or managing a CRM system.
- Experience coordinating fundraising or corporate events.
- Experience developing donor stewardship programmes.
- Knowledge of trusts, corporate fundraising or major donor fundraising.
- Understanding of GDPR and fundraising regulation.

Personal Attributes

We are looking for someone who is:

- Highly organised and proactive.
- An excellent communicator.
- Relationship-focused and professional.
- Curious and always looking for opportunities.
- Collaborative and supportive.
- Comfortable introducing new systems and improving ways of working.

- Passionate about delivering an exceptional supporter experience.
- Ability to travel regularly and reliably throughout the organisation's operating area, including occasional evening and weekend events, with reasonable adjustments where required.

Success Measures (First 12 Months):

The successful candidate will have:

- Established an accurate and well-managed fundraising pipeline.
- Developed consistent donor stewardship processes.
- Improved visibility of fundraising activity through regular reporting.
- Coordinated successful fundraising events.
- Supported growth in corporate and individual fundraising income.
- Contributed to the implementation of a CRM system.
- Helped create an efficient, collaborative and ambitious fundraising function.

What We Offer

- Flexible working arrangements on request
- 26 days annual leave plus bank holidays, increasing to 32 days after 5 years' service (pro rata for part-time workers)

- Pension scheme (if eligible)
- Access to an Employee Assistance Programme with 24/7 counselling
- Access to a mentor/mentee scheme
- Vision impairment awareness training
- A full induction with a chance to meet the whole team
- Regular teambuilding days and social events
- Opportunities for career development and training
- A chance to make a real difference

Additional Duties

- Undertake any other duties appropriate to the role as requested by your line manager.
- It is not possible to detail every task within this job description. The postholder may therefore be required to undertake duties not specifically listed but consistent with the role.

General Information

The postholder must:

- Adhere to Vision Support policies and procedures
- Promote a safe, inclusive and respectful working environment. Comply with Vision Support's Equality, Dignity at Work and Prevention of Sexual Harassment policies, maintain appropriate professional boundaries,

and raise concerns about inappropriate behaviour through the appropriate procedure

- Maintain strict confidentiality regarding service users and organisational information
- Comply with safeguarding, data protection and health & safety requirements
- Be willing to undertake training and development

Additional requirements:

- Contact with guide dogs may be necessary.
- Employment within the role will be subject to an appropriate DBS check and satisfactory references.
- Please note that Vision Support is unable to offer visa sponsorship.

Vision Support is an equal opportunity employer and encourages applications from all sectors of the community. If you need any adjustments for the application or interview, contact Kate Hurst at khurst@visionsupport.org.uk.

Please note, Vision Support reserves the right to close this advert early if a suitable candidate is found.