



RECRUITMENT HANDBOOK

FUNDRAISING &
COMMUNICATIONS
OFFICER/STUDENT
ENGAGEMENT OFFICER



ABOUT US

Changes Bristol is a mental health charity that provides peer support groups and befriending services around Bristol, South Gloucestershire and North Somerset. We offer free, open access provision through peer support groups (including online groups, in-person groups, cost of living groups and specific safe space groups, ie. LGBTQIA+, Women of Colour, Men of Colour, Women's and Men's groups) and befriending over the telephone and through 'Walk and Talk' and nature wellbeing groups.

We support people who are experiencing mental distress or low mental wellbeing, with no diagnosis, referral or commitment required. We currently support around 850 individuals per year, with 97% of survey respondents reporting an improvement in their mental wellbeing. Our services primarily rely on our team of over 120 brilliant volunteers, complemented by a core staff team of 11, along with 3 placement students, ensuring the seamless operation of our services.

You will be joining a small and vibrant team at a time when our service is more important than ever. The Charity has expanded substantially over the last 2 years and the role of Fundraising and Communications Officer brings together our external communications, drives awareness of our Charity and grows income through all fundraising avenues.



Working at Changes has grown my confidence and improved my self-awareness, whilst showing me the amazing difference our services can make in people's lives.

I appreciate the flexibility of working at Changes, the support from managers and other staff, and the end goal of creating safe spaces for people to talk about their mental health.

Mostly, I appreciate the knowledge that my line manager believes in me, and this has allowed my confidence to grow to the extent that I've achieved things that wouldn't have been possible when I started

Working for Changes has changed the course of my life and given me a renewed sense of purpose. As someone who has been through mental health struggles myself in the past it gives me a great feeling for fulfilment knowing I am helping people that are going through similar things to me. The rest of our amazing team have all had lived experience to some extent and that unites us all towards this common goal of better mental health.

I've never been part of a more supportive workplace.



WHAT WE VALUE

The things we believe in that help make us who we are.

ALLYSHIP AND INCLUSION

To us, this means being committed to using our platform and services to amplify and advocate for the voices of under-represented individuals and communities. This includes designating safe spaces for these groups where they have the opportunity to discuss shared experiences of marginalisation and stigma. We are dedicated to using our personal privilege to support colleagues and members from historically marginalised and oppressed communities.

WELLBEING

Wellbeing means prioritising our physical and mental health and acknowledging when our needs are not being met. We encourage open and honest dialogue about how our members, staff and volunteers are feeling and what they need to improve their wellbeing. We understand that we cannot support others unless we are supported ourselves.

RESPECT

We strive to ensure every person feels welcomed and heard. Our goal is to prioritise authenticity, empathy and acceptance to foster genuine connections.

EMPOWERMENT

Recognising the value in other people's skills and unique qualities and supporting individuals to utilise these alongside their personal experiences in a way that encourages growth. We seek to help to raise up individuals and amplify the voices of our brilliant lived-experience community.

EQUALITY, DIVERSITY AND INCLUSION

Celebrating our differences and embracing the global community we are all part of is central to our cause. Everybody has mental health, but we understand that some communities face intersectional hardship and additional barriers to support, including discrimination.

We seek to ensure our community is inclusive, free of harmful power dynamics and representative of the population we serve. All of our services are 'safe spaces' but we have created dedicated spaces for Women of Colour, Men of Colour, LGBTQIA+ individuals, women and men, as we understand that these communities all face unique and nuanced challenges.

We understand that we still have more work to do, and we are committed to continual growth.

MEET THE TEAM



ALESSANDRA GAVA



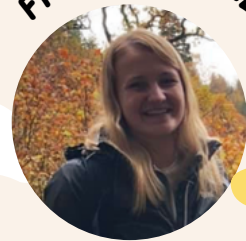
DIRECTOR

LIAM COOPER-KING



HEAD OF SERVICES

FREYA CALWELL



DEPUTY SERVICES
MANAGER

YOU



FUNDRAISING AND
COMMS OFFICER

STEVEN HAY



BEFRIENDING VOLUNTEER
COORDINATOR &
PROJECT WORKER

ALEX SERJEANT



OFFICE
ADMINISTRATOR

SAYAM MUKHERJEE



WOMEN OF COLOUR
PROJECT WORKER

ISHOLA SOMUYIWA



MEN OF COLOUR/ N&W
BRISTOL PROJECT
WORKER

KATE ASHLEY



LGBTQIA+ PROJECT
WORKER

JEN WITTS



PROJECT WORKER

CLAIRE VALENTINE



SOUTH BRISTOL
PROJECT WORKER

SUMMER VARLEY



VOLUNTEER
COORDINATOR

MIA PROSSER



PLACEMENT STUDENT

LUCY HAMMOND



PLACEMENT STUDENT

EVIE POOLE



PLACEMENT STUDENT

ABOUT THE ROLE

FUNDRAISING AND COMMUNICATIONS OFFICER

SALARY

£28,875 pro rata 4 days per week

LOCATION

Hybrid: (Between office at the Wellspring Settlement in Lawrence Hill, remote around the city and home)

CONTRACT

Full Time. Fixed term: 1 year initially (Funding dependent)

REPORTING TO:

Director

COMBINED SALARY

£28,980

STUDENT ENGAGEMENT OFFICER*

SALARY

£29,400 pro rata 1 day per week

LOCATION

Hybrid: (Between office at the Wellspring Settlement in Lawrence Hill, remote around the city and home)

CONTRACT

Full Time. Fixed term: 1 year initially (Funding dependent)

REPORTING TO:

Director

*This role will manage and work in collaboration with the Student Engagement Coordinator to deliver the Sunrise project at a total of 2.5 days a week.



ABOUT THE ROLE

FUNDRAISING AND COMMUNICATIONS OFFICER (4 DAYS
PER A WEEK)



ROLE RESPONSIBILITIES 01.

Delivering the Changes Fundraising, Business and Marketing Plans

- Understand and deliver the existing fundraising, business and marketing plans which Changes Bristol has developed and contribute to the further development of these
- Drive awareness of the charity
- Grow incomes through all fundraising avenues and targeted sectors
- Chair and coordinate the volunteer Fundraising Committee
- Develop good relations and fundraising opportunities with the SME market, Corporate Sector, Local Bristol Businesses, individuals and Sports clubs
- Ensure Changes Bristol is shortlisted on large corporate, SME and local Bristol business charity lists, and Charity of the Year opportunities
- Account handling: ensuring major donors or companies are happy with their donation scheme (such as a charity of the year partnership) and are kept informed of progress and milestones
- Devise and organise fundraising/awareness campaigns and events
- Grow revenues year on year to ensure the sustainability of the charity. Targets will be a necessary part of the fundraising role

Communications, Digital Marketing and Social Media

- Develop a Digital marketing strategy
- Utilise existing digital platforms for marketing, fundraising and awareness
- Utilise and develop social media platforms for marketing, fundraising and awareness of the charity
- Recruit and manage volunteers to help create content and engagement digital and social media platforms
- Manage and create digital content for our Wordpress website
- Create our monthly newsletter and other communication via mail chimp
- Recruit and manage design volunteers to help with creating branded content to promote the charity and fundraising activities
- Manage a number of digital fundraising schemes and campaigns including JustGiving campaigns,, MeetUp, Percent and the Big Give

Events Planning and Coordination

- Manage existing scheduled fundraising events
- Develop new fundraising events
- Produce detailed proposals for events (for example, timelines, venues, suppliers, legal obligations, staffing and budgets)
- Coordinate event logistics (for example, venue, catering, travel)
- Supervise volunteers to help deliver events
- Make sure that insurance, legal, health and safety obligations are followed
- Produce post-event evaluation to inform future events

ABOUT THE ROLE



ROLE RESPONSIBILITIES CONT'D

Monitoring and Reporting

- Ensure all events and fundraising opportunities are clearly documented
- Ensure proper evaluation of fundraising opportunities and events for future delivery and development of such events to document learning
- Report effectively to the Director and Trustee board and effective communication
- Ensure confidentiality is maintained and data protection laws and policies are adhered to
- Ensure the appropriate administration is kept up to date
- Comply with all policies and procedures of the charity
- Ensure the Code of Fundraising Practice, as well as fundraising laws and regulations are adhered to
- Keep Trustee and Management up to date with changes in Fundraising laws and regulations
- Provide reports including forecasting and re-forecasting income and expenditure budgets

Office Duties

- Provide cover for other members of staff during holiday periods, illness etc
- Answer phone enquiries and welcome visitors to the charity
- Answer emails and other communications in a timely manner

Other Responsibilities

- To keep up to date with news of the voluntary sector in Bristol and the surrounding area
- To keep up to date with news of the corporate sector and local business trends and activities
- To work with the Director to coordinate future development of Changes Bristol
- To maintain good working relationships with other members of staff, members and volunteers
- To have a good understanding of the history and ethos of the charity
- To have a good understanding of the service the charity provides
- To have a good general understanding of Mental Health
- To represent Changes Bristol in a professional manner, at all times
- To ensure confidentiality of Changes Bristol business, finances and services

ABOUT THE ROLE

STUDENT ENGAGEMENT OFFICER (1 DAY PER A WEEK)



ROLE RESPONSIBILITIES 01.

Fundraising

- Develop good relations and promote fundraising opportunities with Student bodies
- Create and disseminate Student Fundraising packs with support from placement students
- Create promotional materials to attract students with support from placement students
- Support student fundraising/awareness campaigns and events and record the amounts raised.

Communications and Promotion

- Responsible for overseeing the promotion of our services to students, universities and colleges, through all avenues
- Overseeing contact with and meeting with key stakeholders in the higher education field to promote our services, workshops and training offers
- Key point of contact for higher education establishments, via email and phone
- Following correct GDPR processes throughout all written engagement

Engagement, Networking and Volunteer Recruitment

- Plan and maintain a schedule of student engagement meetings and events
- Overseeing coordination of stalls and events at higher education establishments to network, meet key stakeholders, build connections and promote our services
- Overseeing engagement with societies and clubs at higher education establishments, identifying their needs and communicating our USPs, to create buy-in and participation
- Overseeing student volunteer recruitment for services, to be passed on to relevant projects for application process and induction, in line with project KPI's

Workshops and Training

- Overseeing coordination of workshops and training sessions for students and higher education establishments (Additional staff can be available to help support with larger scale training sessions)
- Overseeing communication regarding our workshops and training packages
- Overseeing organisation of venue and logistical arrangements for training and workshops

Administration and Monitoring

- Set up a system on the CRM database to monitor student engagement/ workshop and training attendance
- Responsible for overseeing the recording of engagement at all events, workshops and meetings
- Responsible for ensuring the correct attendance/ engagement data has been collected and inputted by the Student Engagement Coordinator and placement students
- Responsible for overseeing all administrative tasks regarding student engagement, undertaken by the student engagement coordinator, and training programmes (e.g. emails, tracking coursework, tracking grades, submitting work to training hub, sending out accredited certificates)
- Responsible for reporting project progress, KPI's and monitoring to funders on a quarterly basis and share updates with senior management

Line Management

- Line management of the student engagement coordinator and one of the placement students involved with supporting the student engagement project. (Supervisions, check ins, tracking tasks and progress)

ABOUT THE ROLE

We will consider applicants who meet 70% of the following criteria. Please do not be deterred if you do not meet every item on the person specification.

PERSON SPECIFICATION

02.

Experience

- Successfully using digital communication and social media for promotion and fundraising purposes.
- Experience in event planning and management or coordination, either for a charity/ not for profit organisation, or within the private sector.
- Have a clear understanding of how to establish and develop corporate relationships and have examples of the fundraising relationships you have built in your career.
- Good local connections within/ understanding of the corporate / SME market
- Have experience of raising significant funds from the corporate sector/SME's
- Copy writing and content creation for email campaigns.

Knowledge & Skills

- Outstanding written and verbal communication skills.
- Creative, with strong administrative and financial skills, including working knowledge of excel.
- Strong marketing skills
- Good organisational skills
- IT skills including use of Microsoft office package, Google suite, Mailchimp and social media platforms

Other

- Willing to work flexibly, some evening and weekend working will be required
- Entitled to work in the UK
- Be willing to undergo DBS registration and checks
- Ability to travel across the Bristol area

changes
Bristol



PERKS!

03.



25 days annual leave (pro rata), plus bank holidays, plus 3 additional days leave for winter office closure between 25th December and New Year.



Eye tests paid for by us, plus £40 towards prescription glasses



Period & Menopause leave/policy



A paid day off on your birthday



A free Headspace membership



Personal development budget

Key dates:

Application deadline:
Midnight on Sunday 21st April
2024

Interview process:
W/C 22nd April 2024

To apply:

**Please send the application form (attached
seperately)**

recruitment@changesbristol.org.uk

If you have questions or would like to talk
further about the role, please email
recruitment@changesbristol.org.uk

The Wellspring Settlement
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Bristol
BS6 6AN

changesbristol.org.uk

