

Role Description

Chapter Member – Help



Fundraising Quality & Compliance Officer

This role sits within the Help Chapter and is supported by the Chapter Lead.

Salary range: £32,513 - £35,000 per annum
Step B

Hours: 35 per week

Location: Home-Based (with regular travel between agency offices)

Disclosure Level: Basic

About the Help Chapter

The Help chapter brings together our core services responsible for responding to incoming enquiries from supporters, beneficiaries and members of the public, including managing and responding to feedback and complaints.

About the role

As a Chapter Member at the National Deaf Children's Society, you'll be in a Chapter of like-minded and skilled specialists, experts, and emerging experts. Chapters are self-organising, and every member has a vital role to play, sharing their skills, knowledge and experience and learning and developing together. You will follow the agile values and principles and work collaboratively with colleagues to deliver on strategic objectives and value for our customers. Led by the Chapter Lead all Chapter Members will value and respect each other's contribution and learn and develop collaboratively.

This role will design, coordinate and deliver systems that help ensure fundraising and marketing activity is high quality, complies with relevant legislation and sector codes, and is consistent with National Deaf Children's Society policies.

You will lead a structured programme of office visits, quality assurance and monitoring, with a particular focus on face-to-face fundraising. You will identify areas for improvement, agree clear follow-up actions and monitor progress.

You will coordinate observation activity, schedule office visits, review agency training materials, support call monitoring and provide clear reports, feedback, guidance and practical compliance support to internal teams and fundraising agencies.

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You will work closely with colleagues responsible for agency relationships and meetings, providing complementary audit insight into offices and helping to maintain continuity during periods of absence or fluctuating workload. You will also engage with relevant regulatory and sector bodies to keep organisational practice informed by developments in fundraising compliance. A key aspect of the role will be capturing, analysing and sharing learning from agency visits and compliance activity, ensuring insights, trends and areas of risk or good practice are fed back to the Head of Fundraising Compliance and used to inform future policy, guidance and quality improvement initiatives.

Regular UK-wide travel is an essential part of the role, including travel to Northern Ireland. The planned programme is to visit every fundraising office every quarter: this can range between 12 and 30 offices depending on volume expectations, and this role would be required to cover up to 50% of these visits depending on capacity, normally aiming for one visit each week while allowing flexibility for travel, annual leave and operational priorities. This can fluctuate based on demand and the successful candidate should be willing to adapt accordingly.

Travel will primarily be undertaken using public transport wherever practical; however, there will be occasions where driving is required to reach offices or other locations. This may involve the use of a hire car or own vehicle. As a result, a full, valid UK driving licence is an essential requirement for this role. The role will also require occasional overnight stays where travel distances or scheduling make this necessary.

What a day in the life of a Fundraising Quality & Compliance Officer might look like:

- Carry out weekly visit to a fundraising office, including observing the office environment and working practices, watching fundraising pitches and shadowing fundraising activity in the field.
- Plan and coordinate upcoming office visits for yourself and your colleagues, including travel arrangements, team schedules, pre-visit information and liaison with agencies and internal colleagues.
- Produce clear reports following office visits, setting out findings, areas of good practice, compliance concerns, recommended action and follow-up requirements.
- Contribute to fundraising training by monitoring internal and external training delivered to fundraisers, auditing training content and sharing clear, constructive feedback with the relevant teams and agencies.
- Support the internal call-monitoring process by selecting, allocating and reviewing calls, identifying potential issues or trends and following up feedback with agencies.

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- Review relevant agency materials and records, including job adverts, contracts, due diligence information and compliance documentation.
- Maintain Excel-based observation and compliance trackers, highlighting emerging themes, risks, actions, owners and progress.
- Work closely with the colleague responsible for agency meetings and relationship management, sharing visit insights and supporting continuity during absences or periods of increased workload.
- Keep up to date with relevant fundraising, regulatory and sector developments and share learning with colleagues.
- Build positive and consistent engagement with fundraising offices and, where appropriate, contribute to fundraiser recognition activity with relevant colleagues.

Who are you?

- You're passionate about working as part of a team and sharing and developing your skills, knowledge, and expertise in a collaborative environment.
- You have a can-do attitude and are focused on achieving outcomes.
- You're happy to share your thoughts, skills, knowledge, and experience.
- You have an open mindset and embrace new concepts and ideas.
- You're a natural collaborator.
- You're adaptable within a changeable environment.
- You thrive in an agile product design and delivery environment.

What will be in your toolkit?

- Strong digital skills and a sound understanding of agile values and principles.
- A commitment to the organisation's culture.
- Comfortable with ambiguity.
- Bravery, courage and an appetite for risk taking.
- An exclusive focus on customers,
- An enthusiasm for giving and receiving continual feedback.

Person Specification

Fundraising Quality & Compliance Officer



National
Deaf Children's
Society

Essential Criteria		How it is measured
<i>A – Application I – Interview T – Test or Presentation Q – Qualification</i>		
1.	Demonstrate experience of planning, coordinating or completing site visits, compliance review or quality assurance activity, including tracking action through to completion.	A / I
2.	Practical experience of face-to-face fundraising, with a clear understanding of the working environment and the compliance considerations involved.	A / I
3.	Experience of developing a detailed understanding of a compliance or regulatory framework and sharing clear guidance with colleagues or external guidance.	I / T
4.	Confident communication and relationship-building skills, including the ability to give clear, constructive feedback and work collaboratively with fundraising agencies and internal teams.	I / T
5.	Strong digital skills, including confident use of Excel to organise, analyse and present audit and compliance information.	A / T
6.	Strong organisational skills, with the ability to manage a programme of visits, competing priorities, evidence, actions and deadlines.	A / I
7.	Ability and willingness to travel regularly across the UK, including Northern Ireland, to meet the needs of the role.	A / I
8.	A valid driving licence for UK-wide travel.	A
9.	You're passionate about working as part of a team and sharing and developing your skills, knowledge, and expertise in a collaborative environment.	A / I
10.	You have a can-do attitude and are focused on achievement outcomes.	A / I
11.	You have an open mindset and embrace new concepts and ideas	A / I

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Desirable Criteria		How it is measured
<i>A – Application I – Interview T – Test or Presentation Q – Qualification</i>		
1.	Strong digital skills and a sound understanding of agile values and principles	I
2.	BSL Level 1 or above, a good level of deaf awareness and/or working towards BSL level 1 or above. Understanding and experience of deafness and British Sign Language skills or a willingness to learn.	I / Q
3.	Confident in using Customer Relationship Management databases with good overall understanding of the applications of such systems.	I / T
4.	Experience of reviewing training materials, due diligence information, job adverts or contracts for compliance.	I
5.	Experience of collating and managing risk registers and making recommendations based on risk-assessments.	I
6.	Experience of fundraiser engagement or recognition activity across multiple sites or agency partners.	I / Q