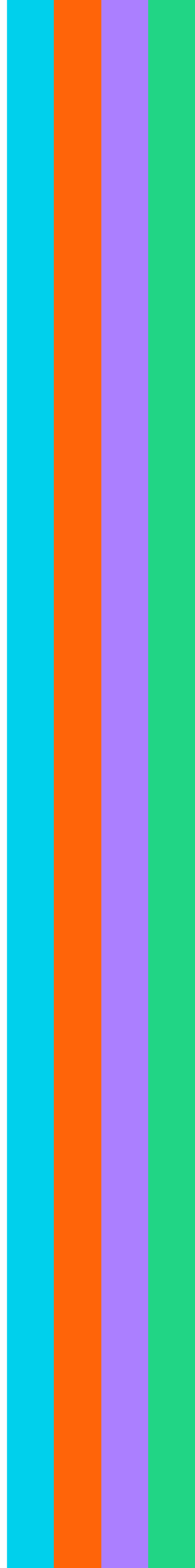


CHANGING L/VES ONE BOOK AT A T/ME

We create diverse and meaningful literary opportunities and experiences for all.

DONOR EXPERIENCE OFFICER ROLE PROFILE

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INTRODUCTION

We are seeking a Donor Experience Officer to join our small team here at The Reading Corner. Fundraising is essential to our success as a young charity, and engaging with our supporters is a huge part of our development. That's where you come in!

With support from the CEO, Head of Operations, and Fundraising Consultant, you will be responsible for managing our supporter base, attracting new donors and helping to retain our existing ones. Communicating with our donors and obtaining feedback is imperative in making one-time supporters convert into regular donors, so we'll need you to be inspiring and know your stuff!

You will play a crucial role in supporting our organisation's mission to promote literacy and a love for reading. You will manage our CRM, interacting with other departments to assist in engagement and request for support in our individual fundraising aims.

Thank you for your interest, and please read on to find out more about us and the role.

Together, we can make a difference in the lives of individuals and communities through the power of literacy.

ROLE RESPONSIBILITIES

As our Donor Experience Officer, your duties and responsibilities will include:

- / Maintaining our CRM: Keeping our supporter database GDPR compliant is incredibly important. We need this information kept up to date to ensure our financial records and personal information are accurate - this allows our communications to be as efficient as possible.
- / Initiating new fundraising campaigns: All staff/volunteers at TRC have a responsibility in fundraising, but you can be the creative one and coming up with fab ideas for campaigns and funding projects. You will have plenty of support from department managers, but you'll be proactive in putting the wheels in motion for new donor generation initiatives.
- / Supporter Communications: Donor retention is incredibly important, and we want to share what we've achieved with those who kindly support us. Your regular communications with our individual supporters will help us convert one-time donors into monthly or major donors, and keep them informed of where their donations go.
- / Collaboration with TRC staff: We have various other volunteers who work in the fundraising and partnerships areas who would provide support in your ideas. Collaborating with these departments will not only help get your plans off the ground, but will give you access to a wider network of supporters and therefore extend our reach in the world of literacy.

ROLE REQUIREMENTS

In order to be successful and get the most out of your volunteering with us, our new Donor Experience Officer will need:

- / Experience in a fundraising role - ESSENTIAL
- / Knowledge of CRMs and supporter databases - ESSENTIAL
- / Ability to use your initiative - we are all volunteers, so rely on you being proactive to get things done, or ask us if you need support (we are always happy to give it!) - ESSENTIAL
- / Good communications skills, in some format - we are an inclusive organisation and want to ensure you are supported in working with our team. We normally use Slack to liaise between teams, among other platforms. Within donor experience, you will be able to identify which platforms your potential donors prefer. By letting us know how we can interact best with you, we can work effectively - ESSENTIAL
- / Knowledge of writing top-notch communications - ESSENTIAL
- / Experience of working with other volunteers - DESIRABLE
- / Knowledge of GDPR - DESIRABLE

THE READING CORNER

The Reading Corner is a nonprofit organisation working to provide young children and adults with diverse and meaningful literary experiences. Our programmes include:

Literacy Development: Our Literacy Development Initiative is dedicated to improving the lives of underprivileged children by enhancing their literacy skills, confidence, and aspirations. We believe that every child deserves the opportunity to reach their full potential, regardless of background or ability.

Mentorships for Diverse Students: We believe in the power of mentorship to inspire and support students from diverse backgrounds. Over the course of nine months, our mentors will provide personalised guidance and support to help mentees gain the necessary skills to enter the industry, refine their work, and improve their portfolios.

We aspire to create a community where literature is seen as a catalyst for personal and societal transformation, where individuals are inspired to explore new ideas, cultivate empathy, and embrace the beauty of diverse perspectives.

We envision a world where literacy is the catalyst for change. We're here to make a difference.

APPLICATIONS

We welcome applications in various formats:

Our [digital application form is here](#), please complete the relevant questions along with submitting your CV.

If you would prefer to submit a video application, please send this to talent@thereadingcorner.uk using a file sending service (i.e. WeTransfer), or Google Drive.

If you need further support on your application for accessibility, please contact us at one of the emails below.

Thank you for your interest in volunteering with The Reading Corner! We are expanding quickly, so if you don't quite meet the requirements for this particular role but want to work with us, please contact Laia or Steffi below.

We look forward to hearing from you.

IMPORTANT CONTACTS

Laia Feliu

Founder & CEO

laia@thereadingcorner.uk

Steffi Medrano

Operations Manager

talent@thereadingcorner.uk

Registered Charity Number: 1204158

For more information, please visit our website www.thereadingcorner.uk