**Hear Us**

**QUALITY MANUAL**

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SECTION D: People Management

D.3.1 Job Description: Fundraiser Application Pack

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| Recruitment Start Date: | 12/09/2025 |
| Application Deadline Date: | **09/10/2025** |
| Shortlist Date: | **15/10/2025** |
| Interview Date: | **21/10/2025** |

Hear Us supports adults with mental ill health to access financial, health and social inclusion support in Croydon. We challenge restrictive and coercive healthcare practices, and negative perceptions associated with mental illness, helping to reduce stigma and discrimination.

**History of Hear Us:** In 1992, a mental health service user community group called Crocus was formed. In 2000, Crocus transformed into Hear Us and Hear Us became a charity in 2009 to provide services for people with serious mental illness in Croydon.

Hear Us is Croydon’s only service user group for people with severe and enduring mental illness and our organisation is 100% service user run. This strength gives us a unique insight into the barriers faced by our service users, particularly those also experiencing drug & alcohol misuse or leaving prison. We provide specialist peer support and personal support for our service users who are people with complex mental health issues living in the London Borough of Croydon. We have developed an excellent reputation within the mental health community and supporting services for delivering highly respected service user led and run specialist peer support services. Our practical activities help people to cope better with daily living and help to address financial, social, emotional and physical needs.

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| SECTION D.3.1. Fundraiser | |
| Post: | **Fundraiser** |
| Accountable to: | Chief Executive Officer |
| Managed by: | Development and Fundraising Manager |
| Hours: | 16 hours per week |
| Pay | £29,918.99 (£12,765.43 ) Pro Rata |
| Length of Contract: | The post is offered on a one-year contract with the possibility of extension, subject to funding. |
| Based at: | Based mainly at Orchard House, 15A Purley Road, South Croydon, CR2 6EZ, although required to work at other sites within Croydon as requested by the Manager and flexible home working. |
| Flexible Working | The post-holder can apply for flexible working if they have worked continuously for Hear Us for the least 26 weeks. |

**Purpose of Post:** Ensuring that all available opportunities for raising funds for Hear Us are successfully exploited, managed, and maintained, contributing to the charity's financial viability and overall sustainability.

# Principal Duties

Implement a fundraising plan for the charity that will achieve the goals for sustainable funding, the development of projects, and the delivery of core operations.

Work in partnership with the Development and Fundraising Manager, CEO, trustees, and other staff members to achieve the charity's aims and ensure stability and longevity for Hear Us and its members.

Develop and maintain a healthy working practice for yourself, other staff and volunteers by having clear personal and professional boundaries.

Acquire and develop a strong fundraising portfolio together with other members of Hear Us staff, stakeholders and relevant contacts.

Identify and develop suitable fundraising opportunities, new projects and funds.

Cultivate and nurture successful and productive relationships with current and potential corporate/foundation sponsors and individual donors.

Accurately monitor fundraising progress and produce quality reports for internal and external parties when required.

To write compelling grant proposals and bids to corporate, trusts and foundation funders and government funders.

To expand the Hear Us network through the development of new and beneficial relationships.

To contribute to Hear Us promotional articles and publications to raise awareness of the work and the charity's aims.

To contribute to the Hear Us Business Plan and Annual Report (in relation to fundraising and development work) as required.

To network effectively and ensure Hear Us is maximising opportunities for funding at all times.

To maintain organised and efficient records of all activities and contacts.

To maintain an up to date awareness of Hear Us activities so that fundraising activities are appropriate and informed correctly.

# Skills, Experience & Personal Qualities

1. A commitment to working for the voluntary sector.
2. An understanding of Mental Illness, its impact on people, and of diversity issues in general.
3. A network of contacts and potential funders to bring to the charity.
4. Proven relationship building skills, with the ability to engender trust and loyalty from involved parties.
5. An understanding of how local mental health organisations operate with some knowledge of relevant legislation.
6. The ability to calmly manage several strands of work at the same time.
7. Good report writing skills.
8. An understanding of budgets.
9. Excellent communication skills – both written and verbal.
10. Excellent presentation skills.
11. Project management skills and experience.
12. A demonstrated high level of drive whether working as an individual or as part of a team.
13. Strong and proven influencing and negotiating skills.
14. The willingness/ability to work occasional weekends and unsocial hours and to travel as required.
15. Excellent working knowledge of English – written and spoken.

APPLICATION FORM: PRIVATE AND CONFIDENTIAL

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| Please complete and return this form to our CEO Tim Oldham via email [tim@hear-us.org](mailto:tim@hear-us.org) or Post to Hear Us, Orchard House, 15a Purley Road, South Croydon, CR2 6EZ  You can also complete this form on-line at:  [www.hear-us.org/about-us/staff-vacancies/](https://hearus-my.sharepoint.com/personal/tim_hear-us_org/Documents/Desktop/JD%20FUNDRAISER/www.hear-us.org/about-us/staff-vacancies/)  Or Scan this QR Code to access on-line form | |  | |
| Position Applied for: | **Hear Us Fundraiser** | |
| Reference Number: | HUC-F | |

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| Personal Details | | |
| **Name** | Title: |  |
| Forename(s): |  |
| Surname: |  |
| **Contact Information** | Address: |  |
|  | Post Code: |  |
|  | Email: |  |
|  | Tel #: |  |
|  | Mobile #: |  |

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| Are there any restrictions on you taking up Role? | | | | |
| **Yes:** |  | **No:** |  |  |
| **If Yes, Please Provide Details:** | | | | |

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| Education & any relevant qualifications and courses  (please complete in full and use a separate sheet if necessary) | | |
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| Dates | Schools/College/University | Qualifications Gained |
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| **Current, Last Employment**  (please complete in full and use a separate sheet if necessary) | | |
| Last/Current Employment | Name of Employer: |  |
| Address: |  |
| Dates of Employment: | Click or tap to enter a date. |
| Job Title: |  |
| Duties: |  |
| Reason for Leaving: |  |
| Notice Period: |  |

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| --- | --- | --- |
| **Previous Employment**  (please complete in full and use a separate sheet if necessary) | | |
| Previous Employment | Name of Employer: |  |
| Address: |  |
| Dates of Employment: | Click or tap to enter a date. |
| Job Title: |  |
| Duties: |  |
| Reason for Leaving: |  |

**Please feel free to elaborate on this in your personal statement.**

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| **Current Membership of Professional bodies (i.e. CIPD)** |
| Please note any professional bodies you are a member or registered with: |
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| **Other Employment** |
| Please note any other employment that you would continue with if you were to be successful in obtaining the position: |
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| **Leisure** |
| Please note here your leisure interests, sports and hobbies, other pastimes, etc.: |
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| References 1  (please note here two persons from whom we may obtain both character and work references) | | | | | |
| Title: |  | | | | |
| Forename(s): |  | | | | |
| Surname: |  | | | | |
| Address: |  | | | | |
| Post Code: |  | | | | |
| Contact No. |  | | | | |
| Email Address: |  | | | | |
| Position Held |  | | | | |
| May we approach the above before the interview? | | Yes |  | No |  |

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| References 2  (please note here two persons from whom we may obtain both character and work references) | | | | | |
| Title: |  | | | | |
| Forename(s): |  | | | | |
| Surname: |  | | | | |
| Address: |  | | | | |
| Post Code: |  | | | | |
| Contact No. |  | | | | |
| Email Address: |  | | | | |
| Position Held |  | | | | |
| May we approach the above before the interview? | | Yes |  | No |  |

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| Personal Statement |
| Please detail here your reasons for this application, your main achievements to date and the strengths you would bring to this post. Specifically, please detail how your knowledge, skills and experiences meet the requirements of this role (as summarised in the person specification). Please use no more than 1000 words max; please use additional pages if necessary) |
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| POTENTIAL CONFLICTS OF INTEREST |
| If you consider that you have any conflicts of interest in applying for this post, please identify what these are and how you would manage them. |
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| Criminal Record |
| The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provide that certain convictions and cautions are considered ‘protected’ when applying for certain jobs and activities. This means that they do not need to be disclosed to employers, and employers cannot take them into account if they are disclosed. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website. Please detail any criminal convictions except those 'spent' or otherwise ‘protected’ under the Rehabilitation of Offenders Act 1974. If you have none, please state. Appointment is dependent upon obtaining a satisfactory Disclosure & Barring Certificate from the Disclosure & Barring Service. |
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| Data Protection | | | |
| 1. We are aware of our obligations under data protection legislation, including the obligation to collect only the data that is required for our specific purpose. The information collected in this application form is specific to our recruitment exercise and necessary for the performance of the role that you have applied for. If you are recruited for the role you have applied for, or any other role we offer you, the information provided will then be used for the purposes of your employment with us, together with further information collected upon recruitment for those purposes. 2. We will treat your personal information with utmost integrity and confidentiality. Our data protection policy sets out our approach to ensuring that your data is processed in line with the data protection principles within current data protection legislation. 3. Our privacy notice for job applicants gives you information on, amongst other things, the data we will hold about you during the recruitment exercise and what we use it for. 4. You can view the privacy notice at www.hear-us.org/privacy-statement. | | | |
| Declaration (please read this carefully before signing this application) | | | |
| 1. I confirm that the information provided in this application is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment contract offered. 2. Should we require further information and wish to contact your doctor with a view to obtaining a medical report, the law requires us to inform you of our intention and obtain your permission prior to contacting your doctor. I agree that the organisation reserves the right to require me to undergo a medical examination. 3. I agree that should I be successful in this application, I will, if required, apply to the Disclosure & Barring Service for a Disclosure & Barring Certificate. I understand that should I fail to do so, or should the disclosure not be to the satisfaction of the company any offer of employment may be withdrawn or my employment terminated. | | | |
| Signed: |  | Date: | Click or tap to enter a date. |

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| **Dates you are unable to attend an interview.** |
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**Equity and Diversity Monitoring Form**

Hear Us Croydon has a commitment to equity and diversity and would appreciate your help to ensure we meet this commitment by filling out this form.

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| **ETHNICITY:** | CLICK AND SELECT YOUR ETHNICITY |
| **GENDER:** | CLICK AND SELECT YOUR GENDER |
| **SEXUALITY:** | CLICK AND SELECT YOUR SEXUALITY |
| **RELIGION:** | CLICK AND SELECT YOUR RELIGION |
| **DISABILITY:** | CLICK AND SELECT YOUR DISABILITY |

**THANK YOU FOR COMPLETING THIS FORM.**