



**SIGHT  
RESEARCH  
UK**



# **Individual Giving Officer Job information pack**

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## About you

Do you love delivering fundraising campaigns that engage supporters and build long-term relationships? Are you a creative communicator with exceptional attention to detail? Are you passionate about making a difference through fundraising in the charity sector?

If your answer is “yes” to these questions, then this could be the role for you! Read on to find out more...

# About us

We are Sight Research UK, a national charity striving to ensure a clearer future for those living with sight loss.

Using our scientific network across the UK, we champion and accelerate innovative eye disease research. Through targeted investment into the most promising science, we will deliver meaningful impact for those living with sight loss. Our mission is not an easy one. Despite the devastating impact of blindness, eye research is woefully underfunded and overlooked - we need your help to change this.

At Sight Research UK, no two days are ever the same. One day, you could be designing a fundraising campaign, and the next you could be speaking with supporters, collecting stories, collaborating with the marketing team, or analysing the success of a fundraising product. The charity world is fast-paced, exciting, and incredibly rewarding. Although we are a small team, we are dedicated and supportive. We work closely together to succeed in our charitable mission.

## Job details

- Job title: Individual Giving Officer
- Starting salary: £30,000
- Contract type: Full time (35 hours a week), permanent subject to probation. Part time hours considered for the right candidate
- Location: Hybrid role – to be available once a week at our office in Equinox South, Great Park Road, Bradley Stoke, Bristol, BS32 4QL
- Reports to: Fundraising Manager



# About the role

We're looking for a multi-skilled and passionate Individual Giving Officer. You'll play a key role in the effective delivery of Sight Research UK's Fundraising Strategy, with particular focus on individual giving and external-facing activities to help us achieve our charity's mission.

We're looking for someone who can work independently within our growing Bristol-based charity and who is also willing to get stuck in and be a team player. The ideal candidate will demonstrate excellent attention to detail, be self-motivated, and have excellent interpersonal skills to develop and maintain key supporter relationships.

This Officer-level role is the perfect opportunity for someone ready to take on a challenge and reignite and grow an income line with real potential. You'll have the opportunity to develop your skills in relationship-building, project management, campaign planning and delivery, data analysis, and much more.

You'll also work closely with the Fundraising Manager, Marketing and Communications, and other internal charity teams to help us deliver our Fundraising Strategy. This includes a breadth of areas, not limited to individual giving campaigns, such as payroll giving, lottery, and community fundraising. Your passion and expertise will enable our charity to fulfil its vision of 'A clearer future for those living with sight loss'.

## Benefits

- Flexible working policy
- Hybrid working
- Quarterly team socials
- Generous annual leave (30 days for full time role, pro rata for part time plus bank holidays and closure days)
- NEST Company Pension Scheme, if applicable



# Role responsibilities

## **Individual and regular giving:**

- Under the direction of the Fundraising Manager and in partnership with the Marketing and Communications team, deliver individual and regular giving campaigns across online and offline channels,
- Support regular giving products, including monthly direct debits, payroll giving, and the lottery.
- Assist with the delivery of cash appeals, including seasonal campaigns such as Christmas appeals.
- Support testing of new fundraising approaches and income opportunities.
- Monitor campaign performance against agreed KPIs and report results.

## **Campaign coordination:**

- Help plan and implement campaigns in line with the annual fundraising plan and budget.
- Support the development and management of cases for support.
- Coordinate day-to-day campaign activity, including schedules, data checks, print specifications, quotes, and briefs.
- Liaise with external suppliers such as creative, fundraising agencies, and payroll giving partners.
- Help ensure campaigns are delivered on time and within budget.

## **Financial management and compliance:**

- Support the management of individual giving income targets and campaign budgets.
- Follow internal governance, sign-off, and risk management procedures.
- Ensure fundraising activity complies with GDPR, the Code of Fundraising Practice, and other relevant legislation.

### **Stewardship and supporter experience:**

- Deliver written and verbal supporter stewardship communications to thank, engage, and retain supporters.
- Ensure that supporter journeys are followed and adapted based on feedback and performance.
- Identify opportunities to improve the supporter experience, cross-sell opportunities and encourage ongoing engagement.
- Support the Fundraising Manager in developing a legacy messaging and journey.

### **Data, systems and insight:**

- Use and maintain the Donorfy CRM system to ensure supporter data is accurate and up to date.
- Ensure all individual giving activities are correctly recorded on supporter records.
- Support audience segmentation for campaigns.
- Maintain supporter email data and mailing lists used for newsletters and appeals.
- Assist with monitoring and evaluating campaign performance to inform future activity.
- Work closely with the Operations Manager on Gift Aid recruitment, renewals, and administration.

### **Other duties:**

- Support fundraising events and participant stewardship.
- Manage the fundraising inbox and respond to general supporter enquiries.
- Support the Fundraising Manager with other fundraising income lines.
- Support the delivery of the recycling schemes.

# Person specification

Experience	Essential	Desirable
Previous experience or transferable skills in a fundraising/sales/direct marketing environment.		
Demonstrable ability to provide excellent personalised stewardship/customer care to Supporters/clients/customers, cultivating long-term relationships and making them feel valued.	✓	
Experience using a CRM or fundraising database and maintaining accurate records.	✓	
Understanding of supporter stewardship and the importance of positive donor journeys.	✓	
Ability to monitor campaign performance and work with KPIs.	✓	
Experience using Microsoft Teams, Word, Excel, PowerPoint, Canva, WordPress, Mailchimp, or a similar content design platform.		✓
Experience working collaboratively with colleagues and external suppliers such as fundraising agencies.	✓	
Experience in delivering/managing Gift Aid, payroll giving, lottery fundraising, or cash appeals.		✓
Experience working within a charity or fundraising team.	✓	
<b>Knowledge / qualifications</b>		
Strong knowledge in fundraising and supporter journeys.	✓	
An understanding of the UK charity landscape, public engagement, or values-driven organisations.		✓
Understanding of online fundraising and digital channels such as email and social media.		✓
Knowledge of and understanding of the Code of Fundraising Practice, GDPR, and relevant regulations.	✓	

Skills	Essential	Desirable
Excellent written and verbal communication skills, with the ability to tailor messaging to different audiences and be your own proofreader.	✓	
Ability to build strong relationships with internal and external stakeholders.	✓	
Strong organisational and project management skills, with the ability to juggle multiple deadlines and work independently.	✓	
A proactive, can-do approach with confidence to take ownership of work areas and contribute ideas to strategy.	✓	
Ability to analyse supporter data, interpret insights, and make recommendations for improvement.	✓	
Impeccable attention to detail and commitment to maintaining brand accuracy and consistency.	✓	
Able to work both independently and collaboratively.	✓	
Other		
A genuine passion for fundraising and supporter engagement.	✓	
Commitment to Sight Research UK's vision, mission and values.	✓	
Willing to travel on occasion to visit funded researchers or represent the charity at fundraising events.	✓	
Committed to continuous personal development	✓	

# How to apply

Please provide a CV detailing your skills and experience and a supporting statement outlining how your experience matches the person specification and why you are the right person for the job. We recognise that some of your experience may be from unpaid roles as well as paid employment – please include any voluntary work if it helps to show why you are the right candidate for the job.

**Don't meet every single requirement? We are dedicated to building a diverse, inclusive and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with the job description, we encourage you to apply anyway. We are a small, experienced and supportive team and full training; induction and handover will be given for the right candidate.**

At PSR we do understand that Artificial Intelligence (AI) platforms can be a useful tool in assisting with research for an application, however we request that your supporting statement is not written using AI to ensure that your authentic voice and communication style is present. Any personal statements found to be AI generated will be discounted and a new version requested in order to progress an application.

Please email your supporting statement and CV [info@pollysymondsonrecruitment.co.uk](mailto:info@pollysymondsonrecruitment.co.uk) quoting ref: 2660

- **Application deadline: 18 May 2026**
- **Initial interviews with Polly Symondson Recruitment will take place online on 19 May 2026**
- **Shortlisted candidates will be invited to an interview at Sight Research UK's Bristol office on 2 June 2026.**

We are proud to be part of a changing and diverse community and strongly encourage people of every race, orientation, age, gender, sex, religion, origin, and ability to apply.

Non-graduates are welcome.

Sight Research UK in compliance with the Equality Act 2010, will seek to make reasonable adjustments to overcome barriers to employment caused by disability and/or neurodiversity, and encourages applications from these candidates. If you need any reasonable adjustments, please contact PSR on 01242 691683. We guarantee to offer an interview to those with a disability who meet the minimum criteria.

Recruiting Applicants with Criminal Records: Applicants with criminal records are welcome to apply for roles at Chiltern Society Resource. Advice and guidance on disclosing a criminal record can be obtained from Unlock. Successful appointment is subject to DBS checks appropriate to the post and references.

