

Community Fundraising & Social Media Manager

Location: North Devon (with travel across Devon as required)

Hours: 25 hours per week (may include some evenings & weekends)

Salary: £31,000 per annum pro rata

Responsible to: Chief Officer/Chief Operating Officer

Contract: Permanent

Job Description

About Encompass Southwest

Encompass Southwest is a charity committed to supporting people experiencing homelessness and rough sleeping, individuals affected by domestic abuse, and vulnerable young people across Devon. Through our person-centred approach, we help people build safer, healthier, and more independent futures.

We are seeking an enthusiastic, creative and relationship-focused Community Fundraising & Social Media Manager to help strengthen our community presence, raise awareness of our impact, and generate vital unrestricted income to support our services.

This is an exciting opportunity to develop and grow community fundraising initiatives, engage supporters and businesses, organise events, and lead our social media presence, helping to ensure that people who need our support can access it when they need it most.

Main Purpose of the Role

To develop and deliver a community fundraising programme that generates unrestricted income from local individuals, community groups, businesses, legacies and charitable trusts.

To lead Encompass Southwest's social media activity, increasing awareness, engagement and support for the organisation while promoting fundraising campaigns, events and the impact of our work.

Key Responsibilities

Community Fundraising

- Develop and implement a community fundraising strategy that supports organisational income targets.
- Build and maintain strong relationships with local supporters, community groups, schools, faith groups, clubs and businesses.
- Identify and secure sponsorship opportunities from local businesses.
- Encourage and support community-led fundraising activities.
- Recruit, support and retain fundraising volunteers and ambassadors.
- Steward donors to encourage repeat giving and long-term support.

- Create fundraising campaigns that engage local communities and supporters.
- Maintain accurate records of fundraising activity using organisational systems.
- Encourage legacy gifting to support our work.

Events and Engagement

- Plan, coordinate and deliver community fundraising events throughout the year.
- Represent Encompass Southwest at community events, networking opportunities and stakeholder meetings.
- Develop partnerships that raise the profile of the organisation and create fundraising opportunities.
- Seek opportunities to increase community engagement and awareness of the charity's mission.

Grant Funding

- Research and identify suitable small grant opportunities.
- Prepare and submit funding applications to local trusts, foundations and community grant programmes (under £5k)
- Monitor grant deadlines and reporting requirements.
- Work with operational teams and our impact and evaluation lead to gather evidence and impact information for applications and reports.

Social Media and Communications

- Develop and deliver an engaging social media strategy across relevant platforms.
- Create compelling content that tells the stories and demonstrates the impact of Encompass Southwest's work.
- Produce written, visual and video content to support campaigns, events and fundraising initiatives.
- Manage and monitor organisational social media channels.
- Increase audience engagement, followers and online supporters.
- Use analytics and insights to evaluate performance and improve engagement.
- Ensure all communications reflect organisational values, safeguarding requirements and confidentiality standards.

Monitoring and Reporting

- Monitor fundraising income against agreed targets.
- Produce regular reports on fundraising performance, social media engagement and campaign outcomes.
- Contribute to organisational planning and development.
- Maintain compliance with relevant fundraising and data protection requirements.

General Responsibilities

- Promote equality, diversity and inclusion in all aspects of the role.
- Work in accordance with organisational policies and procedures.
- Uphold confidentiality and professional boundaries.
- Undertake other duties consistent with the nature and responsibilities of the post.

Person Specification

Essential Criteria

Qualifications and Experience

- Experience of community fundraising, marketing, communications or relationship management.
- Experience of organising events and engaging community stakeholders.
- Experience of managing social media accounts for an organisation, business or charity.
- Experience of creating engaging content across multiple platforms.
- Experience of working towards and achieving targets.

Knowledge

- Understanding of community fundraising principles and supporter engagement.
- Understanding of social media platforms, trends and analytics.
- Awareness of the issues affecting people experiencing homelessness, domestic abuse and disadvantage.
- Knowledge of data protection and confidentiality requirements.

Skills and Abilities

- Excellent interpersonal and relationship-building skills.
- Strong written and verbal communication skills.
- Ability to inspire and engage a diverse range of supporters.
- Strong organisational and project management skills.
- Ability to manage multiple priorities and meet deadlines.
- Ability to work independently while contributing effectively to a small team.
- Competent IT skills including Microsoft Office and social media management tools.
- Ability to analyse data and produce performance reports.

Personal Qualities

- Passion for the mission and values of Encompass Southwest.
- Creative, proactive and solutions-focused approach.
- Self-motivated with a positive attitude.
- Resilient and adaptable.
- Professional and trustworthy.

Other Requirements

- Full UK driving licence and access to a vehicle.
- Willingness to work occasional evenings and weekends to support events.

Desirable Criteria

- Experience working within the charity or voluntary sector.
- Experience writing successful grant applications.
- Experience using design software such as Canva.
- Experience creating and editing video content.
- Knowledge of CRM or fundraising databases.
- Existing knowledge of North Devon communities and local networks.
- Understanding of homelessness, domestic abuse, housing or youth support services.

Join us in making a lasting difference across Devon.

Every pound raised through this role helps support people facing homelessness, those affected by domestic abuse, and vulnerable young people to build safer and brighter futures. If you are passionate about creating positive change, enjoy developing relationships, and have the creativity to inspire communities to get behind a cause that matters, we'd love to hear from you.

This role offers a unique opportunity to shape and grow community fundraising and social media activity at a respected local charity, helping us reach more people and change more lives.

To apply, please visit our website to complete an application and download the job description and person specification.

Closing Date: 12pm Monday 26th October 2026

Interview Date: 12th November 2026 in person

Encompass Southwest is committed to safeguarding and promoting the welfare of children, young people and adults at risk. This role may require an enhanced DBS check.