



Individual Giving Fundraising Officer



www.eastbourne.foodbank.org.uk

Application pack

WELCOME

from Jess Holliday

CHIEF EXECUTIVE

Eastbourne Foodbank is an amazing place to work – but we wish it didn't have to exist, because we don't believe that a charity like this should be needed at all.

In the period January to December 2025 we were able to provide food for more than 18,500 people. The cost of living crisis has increased our business significantly and we continue to face significant challenges in the future months.

We want to see an end to a reliance on foodbanks and to see a social security system which provides a genuine safety net for people and where work is paid a fair wage, allowing individuals and families to thrive and prosper rather than just stave off crisis.

Working with Eastbourne Foodbank means making a real difference in people's lives. For us to continue this work we rely on a team of dedicated and committed paid staff and volunteers.

Our work encompasses food collection and distribution, advocacy and advice, debt advice, social justice community engagement, and the provision of practical resources for babies and young children.

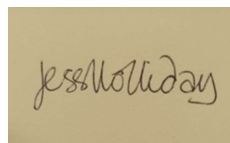
We are in a period of exciting change, looking to develop our digital presence and expand the focus of our fundraising to include creative online campaigns and strong relationship-building with our donors.

We now wish to appoint an Individual Giving fundraiser who shares our mission to equip our organisation with the financial resources needed to meet our objectives.

Eastbourne Foodbank's identity and the way we think and work are rooted in Christian principles. Our values, *dignity, justice, community* and *compassion* are at the heart of all we seek to do.

Please feel free to contact me to arrange a site visit and conversation about the role.

If this is for you, please come and join us and together we can make a difference.

A square-shaped image containing a handwritten signature in cursive script that reads "Jess Holliday". The signature is written in a dark brown or black ink on a light-colored background.

Jess Holliday
Chief Executive

1. ABOUT THE JOB

Responsible to: Community Development and Communications Manager

Hours: Three days a week (negotiable for the right person)

Salary: £26,000 - £27,000 per annum pro-rata depending on experience

Based: Across Brampton Road and Grove Road offices

Introduction:

This is an exciting opportunity to help Eastbourne Foodbank realise its vision of continuing to be a strong and effective anti-poverty charity challenging social injustice in Eastbourne.

- In order to realise this ambition, we need to increase our fundraised income and develop our expertise in different areas of fundraising.
- Through this new role, you'll proactively create and grow fundraising income opportunities with individuals and regular donors. You'll be at the heart of our local community, bringing our cause to life and fostering excellent, lasting, personalised relationships with our donors.

Key Responsibilities:

Through the design and delivery of excellent, engaging and regular stewardship communications, you will grow our income and pool of individual supporters making one off or monthly donations. You'll also explore and implement ways of promoting Eastbourne Foodbank across the community to successfully attract an ever-greater number of individual donors.

- Design and deliver engaging multi-channel campaigns which inspire donors and champion our cause.
- Develop creative stewardship journeys which engage, delight and retain supporters, from regular givers to one-off and cash donors.
- Track, analyse, review and improve the performance of campaigns, using learnt data insights to continually improve our Individual Giving fundraising performance.
- Provide exceptional supporter care, responding to enquiries with empathy, efficiency and professionalism.
- Collaborate with colleagues across fundraising, communications, finance and all strands of our operations to seek and develop opportunities to deepen supporter engagement.
- Ensure data is processed responsibly, ethically and in line with GDPR and the Fundraising Regulator's Code of Practice.

We're looking for someone who is hard-working, organised and ready to play a key role in our mission to address poverty in Eastbourne. You'll thrive if you have:

- Strong digital skills with knowledge and experience of social media and online platforms
- Strong organisational skills with the ability to manage multiple priorities.
- A clear, collaborative working style and excellent communication skills.
- A willingness to learn and desire to develop professionally.
- Experience in individual giving or direct marketing.
- A commitment to inclusive, equitable fundraising and supporter engagement.
- Knowledge of fundraising regulations and GDPR.

What we offer:

- You'll be part of a small, passionate and supportive team with a big heart for the important work we do.
- You'll have room to innovate, to shape your approach and the chance to grow your skills.

Knowledge and experience

Essential:

Experience of digital platforms

Experience in data management

Knowledge of effective campaign or project planning

Experience of researching and developing content for fundraising and/or business development

Experience of creating communications for a variety of audiences and channels

Experience of analysing results and using insights to optimise future projects

Experience of collaborative working with internal and external partners to deliver projects

Proven track record of working to and achieving targets

Desirable:

Local knowledge of Eastbourne or another coastal town with similar strengths and concerns

Skills

With excellent written and verbal communication and relationship management skills, you will inspire and motivate existing and prospective supporters, providing excellent stewardship.

You'll be tenacious and able to embrace, develop and shape a new role. You'll be well organised, proactive, and a self-starter who is able to self-motivate.

You'll be able to demonstrate empathy for people from disadvantaged, marginalised or socially-excluded backgrounds

2. THE BENEFITS OF WORKING WITH US

People are the most important asset that Eastbourne Foodbank has – without our people we could not achieve any of our goals.

This is a new role, joining a small and close-knit team.

The Individual Giving Fundraising Officer will build and nurture positive relationships to secure significant income and develop new relationships, bringing in regular and targeted income through regular donations and fundraising campaigns. Through this work, the postholder will support the delivery of all areas of Eastbourne Foodbank's work.

PERSONAL DEVELOPMENT PROGRAMME

Continuous personal development is actively encouraged and training opportunities explored. As part of Trussell's network, peer support from other foodbanks is available, as well as expert advice and insights from the Trussell team.

PENSION

Eastbourne Foodbank contributes 8% of annual salary to a stakeholder scheme. Staff are welcome to contribute.

HOLIDAY ENTITLEMENT

33 days in total pro-rata (including bank holidays)

3. ABOUT EASTBOURNE FOODBANK

Eastbourne Foodbank was established as an incorporated charity in November 2012. Since that time we have grown considerably and are now recognised in the town as an effective anti-poverty charity. We are highly regarded nationally by Trussell.

Our head office, main administration base and food warehouse is based in Brampton Road, Eastbourne.

Application pack for Individual Giving Fundraising Officer at Eastbourne Foodbank

Our Advocacy, Debt Team & Community Development project office is based at 42 Grove Road, Eastbourne.

Our Debt Team is regulated by the Financial Conduct Authority and partners with Community Money Advice.

We have five pop up foodbanks during the week in areas of the town where deprivation is at its highest. Satellite foodbanks are at Old Town, Hampden Park, Eastbourne Town Centre, Devonshire Ward and Langney.

We have a senior leadership management team of six posts

- Chief Executive: responsible for development and leadership of the charity
- Satellite Manager: responsible for the satellite network, team leaders and volunteers
- Warehouse and Distribution Manager: responsible for the warehouse operation
- Advice & Debt Centre Manager: responsible for the Welfare Benefits team, Medical Benefits Team and Debt Team
- Community Development & Communications Manager: responsible for effecting positive change in our community

As an incorporated charity we have a board of trustees who meet formally four times a year and take a regular active interest in our work.

Trustees, paid staff and volunteers have excellent working relationships which creates a caring and happy work place.

4. OUR VISION AND VALUES

Our vision is to see an inclusive Eastbourne where everyone can afford to buy what they need to survive.

We want to see the end of the need for our large scale emergency food provision in Eastbourne. We work with our MP and local authority to ensure our social security system provides a genuine safety net for people and work is paid a fair wage, allowing individuals and families to thrive rather than just stave off a crisis.

Eastbourne Foodbank is committed to a community built on diversity, tolerance, cooperation, mutual respect and unconditional positive regard. We want to contribute to society and demonstrate social responsibility.

We are passionate about what we do and the difference it makes in the lives of others.

We hold ourselves accountable: we acknowledge and assume responsibility for our actions, decisions and consequences – as individuals and as an organisation.

We are innovative, with ambition to pursue new and creative ideas which have the potential to change lives for the better.

We empower and encourage staff, volunteers and clients to take the initiative and achieve their best, in a safe environment where mistakes are viewed as learning opportunities.

5. ABOUT OUR CHRISTIAN VALUES AND ETHOS

Eastbourne Foodbank is a charity based on Christian values.

The Trussell foodbank network grew from individual churches seeing a need and responding. Eastbourne Foodbank was initiated from a local church, but in 2012 became a charity and limited company in its own right.

Our values are at the heart of everything we do, helping us navigate tough decisions and support communities effectively. Eastbourne Foodbank is based on, shaped, and guided by Christian principles. These values have strong roots in the Christian teaching and practice, whilst also being accessible and meaningful for people, whatever their background. These values provide a strong shared foundation for collaboration towards our goal of ending the need for food banks in the UK.

Our values

Our values are the fundamental driving principles that encapsulate the passion and motivation for our work.

Compassion: We stand in solidarity with people that need the help of food banks. We put the wellbeing of people served by food banks above everything else. We always uphold and protect their dignity.

Justice: We are motivated by a desire to see a more just society. It's not right that anyone is facing hunger and poverty. Everyone should have enough income to afford the essentials.

Community: We believe we share the responsibility to support one another in our communities. To create change, we must work together for a fairer society.

Dignity: We recognise the innate value of each individual person and seek to prioritise the other person's needs and concerns in the spirit of mutuality and friendship. Regardless of background.

Of course it is possible for anyone to hold these values and demonstrate them. Many of our staff and volunteers have no faith and are an essential part of our team. We welcome people of faith and no faith.

6. ABOUT TRUSSELL

Trussell's mission is to bring communities together to end destitution in the UK by providing compassionate, practical help whilst challenging injustice.

Trussell has a network of over 400 foodbanks managing over 1,200 distribution satellites run by local community groups, churches and charities, giving emergency food and support to people in crisis across the UK, where 14 million people live below the poverty line

There is a team of regional managers supporting foodbanks locally and expertise from regional offices in a wide range of disciplines.

Eastbourne Foodbank is a proud member of the Trussell network since 2011 and, between 2020 and 2025, was designated as a Pathfinder Foodbank due to our innovative and progressive methods of operation.

As a Pathfinder Foodbank we innovated, explored, tried and developed ways to reduce the need for large scale foodbank operations in our town. Our Community Development work continues this journey, as we move closer to a future where foodbanks will no longer be needed.

7. HOW TO APPLY

If you feel that you have the required skill set, passion, energy and enthusiasm to help bring an end to poverty and hunger, then you're on your way to becoming part of something that makes a real difference to people's lives.

To apply for this role please send or email a current CV and covering letter.

In your CV please show:

- Your employment history (please explain any gaps in employment)
- Your current employer
- Your current role and brief outline of responsibilities
- Length of service in your current position
- Educational achievements and any professional qualification
- Give name and contact details of 2 referees (one must be current employer)

In your covering letter please:

- Give a detailed description of the responsibilities associated with your current role (no more than 200 words. (Bullet points are acceptable)
- Explain your interest in this position and give details of relevant experience (no more than 300 words)
- Explain why you are the person we are looking for.

Please look at:

- our website : www.eastbourne.foodbank.org.uk
- our Facebook page: eastbourne foodbank

If you would like a no obligation conversation, or a site visit, before a formal application please call 01323 409925 and arrange an appointment with the Chief Executive.

Closing date: 1st May 2026

All postal applications will be acknowledged by an email.

Interviews will take place on 8th May 2026

IT TAKES MORE THAN FOOD TO STOP UK HUNGER

COMPLETED APPLICATIONS SHOULD BE EMAILED TO:

jholliday@eastbourne.foodbank.org.uk

OR POSTED TO:

Jess Holliday – Chief Executive
Eastbourne Foodbank
Unit 3, 55 Brampton Road
Eastbourne
BN22 9AF

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www.eastbourne.foodbank.org.uk
[facebook.com/Eastbourne foodbank](https://facebook.com/Eastbourne%20foodbank)

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