Donor Management Coordinator

Reporting to: CEO
Hours: 1 day per week, with flexibility for the right person
Location: One Can Trust, High Wycombe, with some flexibility
Salary: Depending on experience

About One Can Trust

One Can Trust is a community charity supporting individuals and families across Buckinghamshire through a range of practical, preventative and responsive services.

Our work extends beyond food provision. Alongside our food bank, we operate a clothes bank, toddler groups and wider community support, provide signposting and advice, and support people experiencing financial difficulty through grant applications and access to additional assistance.

We are ambitious about the future and have developed our 2026–2029 strategy with a clear focus on reducing stigma, improving dignity and choice for the people we support, and building a more sustainable organisation.

We have a strong and committed community, an outstanding volunteer base and a growing network of corporate, charitable and wider partners. We are now looking to strengthen our fundraising capability so that we can build sustainable income to support our increasing funding requirements and future ambitions.

The Opportunity

We are looking for an experienced and proactive **Donor Management Coordinator** to develop and professionalise our fundraising activity.

One Can Trust has many supporters who already demonstrate a strong commitment to our work — through food collections, volunteering, events, donations and other forms of community support as well as regular donors. We believe there is significant untapped potential to develop these relationships further.

For example, a company that has successfully run a food drive for us may have the potential to become a financial supporter, sponsor an initiative, provide employee fundraising or enter into a longer-term corporate partnership. We have not historically had the capacity, assets or processes to proactively develop these opportunities.

This role will help us change that.

Key Responsibilities

Donor Development & Stewardship

Develop a structured approach to donor management and stewardship, ensuring supporters receive the right communication and engagement at the right time.

- Develop and maintain effective donor segmentation and supporter journeys.
- Review our existing donor base to identify opportunities for retention, upgrading and reactivation.

- Develop appropriate stewardship plans for major donors, regular donors, community supporters and other donor groups.
- Ensure donors are thanked promptly and meaningfully.
- Develop regular donor communications and opportunities for supporters to see the impact of their contribution.
- Identify opportunities to convert one-off supporters into regular or higher-value donors.
- Work closely with the CEO and Trustees where appropriate on major donor relationships.
- Improve the quality and use of donor data and ensure appropriate GDPR compliance.
- Establish meaningful KPIs for donor retention, acquisition, upgrade and lifetime value.

Individual Giving

Help develop a more sophisticated individual fundraising programme.

- Develop targeted fundraising appeals and campaigns.
- Explore opportunities for regular giving, digital fundraising and community fundraising.
- Support seasonal and emergency appeals.
- Develop appropriate donor communications and stewardship journeys.
- Develop marketing and communications for fundraising and incorporate into wider communications as appropriate.
- Use data and insight to understand what motivates different supporter groups.

What We Are Looking For

You will ideally have experience in several of the following:

- fundraising within a charity or social enterprise;
- donor stewardship and relationship management;
- fundraising campaigns;
- CRM and donor management;
- direct marketing / e-marketing;

You do not need to have experience across every fundraising discipline. We are particularly interested in someone who understands that **good fundraising is fundamentally about building and managing relationships**, supported by good data, compelling propositions and excellent stewardship.

You will be someone who:

- builds strong and authentic relationships;
- is highly organised and follows opportunities through;
- understands the importance of donor stewardship;
- can turn ideas into practical fundraising propositions;
- can work independently while collaborating across the charity;
- is motivated by the mission of One Can Trust.

What Success Will Look Like

Over the first 12–24 months, we would expect the successful candidate to establish a much stronger fundraising infrastructure, including:

- a properly segmented and actively managed donor database;
- clear donor stewardship and communication journeys;
- improved donor retention and upgrading;

Most importantly, we want to move from a **reactive fundraising model to a proactive relationship-led model**, where we understand who our supporters are, what motivates them, what they could potentially contribute and how we can build long-term relationships with them.

Why Join One Can Trust?

This is an exciting time to join One Can Trust.

We have a strong community reputation, an exceptional volunteer network, a **King's Award for Voluntary Service**, and ambitious plans for the future.

We are thinking differently about what a modern community charity can look like — including our ambitions around dignity and choice, digital innovation, fresh and nutritious food, clothing provision, family support, community partnerships and potentially developing new models that could have impact beyond Buckinghamshire.

This role offers the opportunity to **build the fundraising function rather than simply inherit one**. You will have considerable scope to shape our systems, propositions, partnerships and approach to income generation and to see the direct impact of your work on the sustainability and future of the charity.