

CANDIDATE PACK

#ENGAGE

#ENABLE

#EMPOWER



★
2021
Winner

GSK IMPACT Awards
In partnership with
The King's Fund

FUNDRAISING OPERATIONS COORDINATOR

ABOUT SWEDA

SWEDA provides specialist therapeutic support for people affected by Eating Disorders in the South & West. Eating disorders are serious mental illnesses with profound psychological, physical and social impacts on people and their families, and their prevalence has grown dramatically in the past 10 years. SWEDA began as a self-help support group in 1992 and has grown to give 1-2-1 therapeutic support to over 1,500 children and adults in 2025/26 and reach thousands more through support groups, outreach, training for professionals and our twice-weekly helpline.

SWEDA works with people who would not otherwise be able to access specialist help. We work with children, young people and adults in the Somerset and Bristol areas, and with adults in Oxfordshire and neighbouring counties. Our service promotes recovery, resilience and long-term wellbeing for our clients. By providing timely, therapeutic interventions, we reduce the physical and psychological impact of the eating disorder, improving quality of life for our clients. Eating disorders affect entire families; our service includes support, information and guidance for parents and carers, helping them to support the recovery of their loved one, and protect their own wellbeing.

Our Vision:

To support everyone affected by eating disorders across the South and West.

Our Mission:

We engage with people affected by eating disorders, including family, friends and carers, by offering hope and enabling access to support services to empower recovery.



OUR CORE VALUES

Compassionate

Hopeful

Ambitious

Accountable

To our clients and each other

We are pro-recovery, believing that recovery is always possible.

We want the best for our clients and for ourselves.

Holding ourselves and the people we work with to a high standard

We believe that all people:

- Have the right to feel they belong and are valued
- Should have the freedom and opportunity to make well informed decisions
- Have the power to change and manage their lives

We endeavour to provide resources and informal, non-stigmatising services, which reflect the needs of the community.

We encourage people to use SWEDA to seek information, support and guidance in order to enhance their opportunities and make informed choices about their lives through the provision of our Support & Guidance sessions, Counselling, Self-Help Groups, College Project and other services.

We are committed to offering opportunities for those in recovery to gain skills and build confidence.

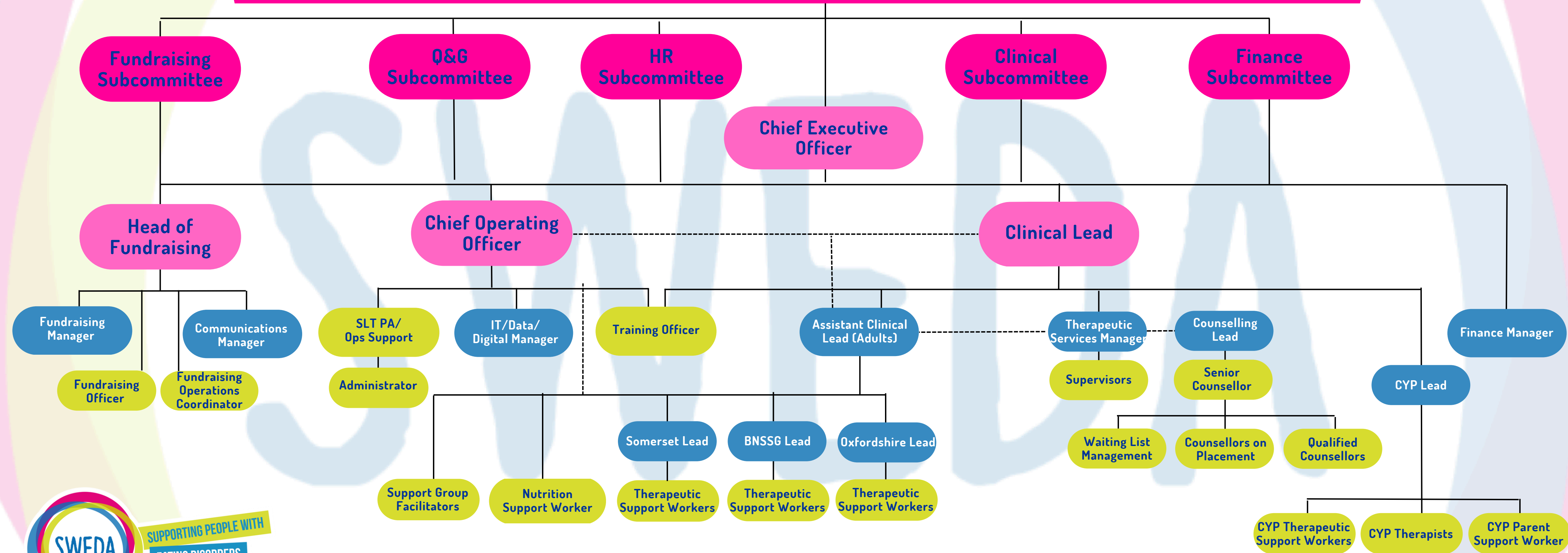


SWEDA is the best place I have ever worked - it is a creative and supportive environment, where everyone has a say and where talents are nurtured

In a recent staff survey, 100% of the respondents agreed that they were proud to be a member of staff at SWEDA



Trustees/Directors Board



JOB DESCRIPTION

Job Title:	Fundraising Operations Coordinator
Office Location:	Shepton Mallet
Salary:	£10,000 (£25,000 FTE)
Hours:	15 hours per week – Monday to Friday (days and times to be agreed).
Contract:	Permanent
Benefits:	Leave: 25 days per annum plus bank holidays (pro rata) 1 extra day after 5 years' service Cashback on healthcare Pension: SWEDA contributions – up to 9.5% Flexible working including some home working

SWEDA is growing fast. Since the pandemic, the number of children, young people and adults who need our support has grown exponentially. An estimated 1.25m people in the UK have an eating disorder, and an NHS mental health questionnaire in 2023 found that 59% of 17-19 year olds screened positive for having eating problems.

SWEDA has responded by expanding geographically (into Bristol, South Gloucestershire and Oxfordshire), developing our Children and Young People services and investing in the development of a fundraising team.

Our fundraising function has grown significantly in recent years, reflecting both the increasing need for our services and our ambition to diversify income and secure our future. With a dedicated and expanding team now in place, we are entering an exciting phase where strengthening our internal systems and processes will help us maximise our impact.

The Fundraising Operations Coordinator plays a vital role in supporting this next stage of growth. By providing essential coordination, maintaining strong systems, and ensuring high-quality data and processes, this role will enable the fundraising team to work as effectively as possible and build meaningful relationships with our supporters.

This position is key to ensuring our fundraising is efficient, well-organised, and scalable – helping us to grow sustainably, enhance supporter experience, and ultimately reach more people who need our support. We are a small and friendly team and will make you feel very welcome.

JOB DESCRIPTION

We are looking for a candidate who has the necessary skills and experience to fulfil the following role:

MAIN DUTIES & RESPONSIBILITIES

- Research, evaluate, and configure systems and technology solutions that support the organisation's data strategy, ensuring they meet the charity's requirements, enable effective data management, and contribute to the delivery of strategic objectives
- Manage, troubleshoot, and improve the functionality, performance, use of and development of our CRM system (Beacon)
- Manage processes including data imports from a variety of systems, data quality processes, automation, system reconciliation (e.g. with finance systems), Gift Aid claims and CRM configuration
- Track income through our multiple payment channels and CRM, and work with the Finance Manager to reconcile SWEDA's income
- Claim and track Gift Aid
- Monitor new research and news on the topic of eating disorders to provide SWEDA with relevant information to help secure funding.
- Research potential funders
- Continue the development of user guides and documentation of tools and procedures to promote compliance, data integrity and resilience, and provide training for colleagues
- Create custom reports for the fundraising and wider team insight

OTHER DUTIES & RESPONSIBILITIES

- Support the aims and objectives of SWEDA, demonstrating SWEDA's values in day-to-day work
- Complying with our policies and procedures
- Working positively and collaboratively with other team members
- Assisting with general tasks during events and campaigns as required

PERSONAL QUALITIES

- Enthusiasm for maximising the potential of data and systems
- Curiosity and a drive to improve systems and outcomes
- Ability to juggle a varied and busy workload and meet deadlines
- Committed, diligent and reliable
- Creative thinker, with a willingness to take on responsibilities and challenges
- Integrity - honest and ethical

PERSON SPECIFICATION

DETAIL

ESSENTIAL DESIRED

Experience & Knowledge:

Experience of working in an operations role in a busy office	X	
Experience of working with a CRM system		X
Experience of working in a financial administration role		X
Highly organised and able to multi-task	X	
Self starter, able to work on own initiative	X	
Excellent written and spoken communication skills	X	
An understanding of eating disorders and mental health issues		X
Commitment to SWEDA's mission and values	X	

SWEDA

RECRUITMENT PROCESS

Please send a completed application form and covering letter to admin@swedauk.org explaining why you think you are the right person for the job.

Friday 17th July (midday): Closing date for applications

Tuesday 21st July: Candidates will be informed if they have been invited to interview

Thursday 23rd July: In person interviews held



SWEDA seeks to attract high quality applications through a fair and effective recruitment process. SWEDA is committed to fostering an inclusive workplace where diversity is valued and equality is actively promoted. We want SWEDA to be a place where different experiences, expertise and perspectives are valued and everyone is encouraged to grow and develop. Our recruitment practices are designed to ensure fair treatment for all applicants, regardless of background, identity, or circumstance. We want our team to represent the diversity of the people and communities we work with so we strive to eliminate bias at every stage of the hiring process and encourage applications from underrepresented groups. Reasonable adjustments are available to support candidates with disabilities or specific needs, and we continuously review our recruitment procedures to uphold best practices in EDI.