

A photograph of two young girls sitting on a metal bench in what appears to be a train station. The girl in the foreground is wearing a light blue hoodie and black leggings, looking down with a sad expression. The girl behind her is wearing a black top and blue jeans, also looking away with a sad expression. A white bag with blue floral patterns sits on the bench between them. The background shows a brick wall and a window.

# **JOIN OUR MISSION**

## **FOR CHILDREN AT RISK ON THE STREETS**

## **EVENTS & CORPORATE FUNDRAISING OFFICER**

**RAILWAY CHILDREN – RECRUITMENT PACK**

**children** RAILWAY  
No child lost to the streets



# WE BELIEVE IN A WORLD WHERE EVERY CHILD CAN THRIVE, AWAY FROM A LIFE ON THE STREETS

Founded in 1996, Railway Children has dedicated over a quarter of a century to developing outstanding practice and services for street-connected children. Across India, Tanzania and the UK, hundreds of thousands of children are lost and alone on streets and public transport. As we embark on our new strategy to 2030, we have ambitious plans to ensure no child is left behind, wherever we work.

Every year, British Transport Police identify around 10,000 children at risk on the UK rail network. It offers young people a means to escape whatever they are running from and a place of shelter that feels safe.

However, public transport can also deliver them to danger...

With strong relationships across the UK rail industry, Railway Children applies contextual safeguarding principles to make sure someone is on hand to intervene early and protect children before they come to serious harm.

Our Youth Practitioners create turning points in these young people's lives that help them on a path to a better future.

Together we can make our transport system a safe place for everyone.

## WHO WE ARE



### Our Mission

To safeguard children at risk of being lost to the streets by empowering families, communities and partners to create lasting change, ensuring every child can reach their full potential.



### Our USP

We are leaders in protecting the rights of street-connected children. We work with transport networks to reduce risk, intervene early and safeguard children before they face serious harm.



### Our Goal

By 2030, we will have refined and enhanced our direct work to protect children and to demonstrate effective, impactful and scalable interventions that influence systemic change.

**WILL YOU JOIN US ON THE JOURNEY?**



# WHAT WE STAND FOR

## We stand for children

- The children who don't have a voice.
- The invisible children.
- The children struggling to survive on the streets around the world every day.
- The generations of children suffering repeated cycles of abuse.

**WE STAND FOR CHILDREN,  
THEIR CHILDHOODS  
AND THEIR FUTURES!**

These five values  
guide our work



### **NEVER GIVE UP**

Face challenges head on.



### **HAVE COURAGE**

Push boundaries.  
Think big.



### **EARN TRUST**

Be honest. Always act  
with integrity.



### **SHOW COMPASSION**

Be kind and show  
respect to all.



### **NURTURE TALENT**

Encourage growth.  
Enable others.



# THE ROLE

## EVENTS & CORPORATE FUNDRAISING OFFICER

<b>Department:</b>	Fundraising and Marketing
<b>Location:</b>	Hybrid – minimum one day a week in Crewe, Cheshire
<b>Responsible to:</b>	Events Manager
<b>Hours:</b>	All flexible working requests considered
<b>Salary:</b>	£31,000

# JOB PURPOSE

This role is an integral part of the Events and Corporate Fundraising Team and plays a key role in delivering high-quality supporter care across our events programme. You will be responsible for providing direct support to event participants, ensuring they receive an excellent experience that reflects the values and professionalism of Railway Children. By delivering outstanding supporter engagement, this role will help strengthen relationships with our supporters—encouraging continued involvement, increased financial support, and wider advocacy for our cause.

In addition to supporter care, this role will contribute to the development of a more data- and insight-driven approach to fundraising. The post holder will lead on mapping supporter journeys within the events programme, identifying opportunities for improvement and personalisation. They will also support the identification and research of potential corporate partners and contribute to employee engagement initiatives.

This is an exciting opportunity for someone who is passionate about supporter engagement, has strong organisational and communication skills, and is motivated by the opportunity to make a meaningful impact through their work.

# KEY RESPONSIBILITIES

## Key Responsibilities:

- Support the Events Manager to develop and execute Railway Children's events programme
- Ensure a first-rate stewardship experience for events participants from registration to post-event support.
- Take responsibility for maintaining records accurately and consistently, providing in-depth analysis.
- Build and maintain positive relationships with participants, encouraging them to repeat their support for the charity.
- Attend events to assist in their effective delivery (this includes evening, overnight and weekend working; time will be given back in LIEU)
- Ensure we provide first-class supporter care and stewardship through personalising and valuing our donors, fundraisers and volunteers and to build long term relationships.
- Travel to Railway Children's field operations as and when required.
- Undertake any other duties, as appropriate to the post, as delegated by the line manager.
- To assist Railway Children's overall fundraising efforts through the planning and implementation of improved supporter journeys and supporter care strategy and think of innovative ways to encourage further donor support and loyalty.

# PERSON SPECIFICATION

## Experience:

- Significant supporter/customer care experience obtained from the commercial or charity sectors.
- Experience working in a busy environment, prioritising activities appropriately and managing multiple, conflicting priorities.
- Customer Relationship Management (CRM) database experience.
- Thorough understanding and experience of the principles of stewardship and a proven attitude of customer care.
- Demonstrate experience of applying creative thinking to innovate and develop supporter/customer services.

## Knowledge and Skills

- IT literate - proficient with Word, Excel and Outlook.
- Experience of working with a supporter/client database, segmenting data and producing analytical reports.
- Proven ability to go above and beyond to exceed customer or supporter expectations.
- Excellent customer service skills.
- Excellent written and verbal communication skills.
- Reporting and analysis skills.
- Ability to organise work to meet deadlines, ability to work under pressure to agreed deadline and adapt to change.
- Meticulous attention to detail and accuracy.
- Ability to work as part of a team.
- Motivated to perform regular tasks to agreed standards.

## Aptitude:

- Demonstrable commitment to and the ability to uphold and promote Railway Children's core values of Integrity, Bravery, Innovation and Effectiveness in all activities.
- Understanding of the importance of an organisational Code of Conduct and Safeguarding policy.



# A GREAT PLACE TO WORK

## THE BENEFITS

As well as helping some of the world's most vulnerable children and young people, there are some great perks if you're lucky enough to work for Railway Children.

### Project visits

Where possible, we encourage our staff to visit our projects and experience the work we do. That could be here in the UK, in India or East Africa.

### Time out

You will start with 25 days holiday per year to recharge the batteries. After three years this will increase by an extra day per year until you reach a very relaxing 30 days leave.

### Pension

We offer a pension contribution of 6% of annual salary.

### Birthday leave

One additional day of annual leave within the month of your birthday.

### 'Railway Children Day'

We might not be able to fund a Christmas party but because our Trustees value what we do, they grant an additional day per year where the office is closed, usually around Christmastime.

### A culture we're proud of

Driven by our CEO, family values are at the heart of our culture and make Railway Children an incredible place to work. As well as a flexible working environment, it's one of the reasons why our staff retention is so impressive.



# OUR PEOPLE PROMISE

All that we can achieve as an organisation is only possible because we have dedicated, skilled and courageous people. Their tenacity, passion and compassion create a culture that enables us to deliver incremental value beyond the resources we could ever have available to us. We know this, we witness it every day and therefore we strive to create an organisation that values them and their contribution.

As we set out to achieve life saving change for vulnerable children, we make our people a promise:



We will ensure diversity and inclusion, following transparent, fair and rigorous recruitment processes that attract and encourage applications from a diverse range of candidates.



We will support new people to fully settle into their new role and our organisation by providing a structured induction and integration programme.



We will work with our people to identify their career and development goals and facilitate opportunities for growth.



We will develop and implement a wide range of initiatives that ensure that our people are well-managed, supported, cared for and feel valued, listened to and included.



When people leave, we will listen and learn and seek leavers to be ambassadors for Railway Children.



# STILL INTERESTED?

## HOW TO APPLY...

To apply for this position, please complete the application form and return it to [fundraisingjobs@railwaychildren.org.uk](mailto:fundraisingjobs@railwaychildren.org.uk). Please include job title applied for in email subject. Please note that Railway Children will only accept applications made using this application form and will not accept CVs, academic certificates or covering letters.

**Closing date:** Friday 1<sup>st</sup> August 2025

At Railway Children, we are committed to the safeguarding and protection of all those who come into contact with us in our work. We follow a range of procedures to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us. This post is subject to a range of background and reference checks including criminal records check.

Due to the number of applications often received, only those to be invited for interview will be informed of the outcome of their application.

Applicants who have not heard within two weeks of the closing date should assume they have been unsuccessful.

**THANK YOU.**