



CANDIDATE TOOLKIT

Your comprehensive guide to
Charity Link's recruitment process and what
to expect from interview to hire



Sponsor a dog today

YOUR INTERVIEW JOURNEY



4 STEPS TO SUCCESS



Here at Charity Link we like to keep it simple. Our 4 step interview journey is designed so that you can showcase your best self without the overwhelm

4 STEP PROCESS

01

STEP ONE

CV application review – we aim to review your application as quickly as possible

02

STEP TWO

Let's talk – one of our team will contact you to discuss your experience and the role

03

STEP THREE

Virtual interview – A 1 hour video interview with one of our experienced recruiters

04

STEP FOUR

Fundraiser experience – 1 hour in the field at a venue close to you so you can experience first-hand what the job entails



OUR INTERVIEW TIPS

01

MAKE SURE YOU UNDERSTAND THE ROLE

Take time to understand why face to face charity fundraising is different to other types of fundraising

02

FAMILIARISE YOURSELF WITH TECHNOLOGY

In this role you'll need to know the basics of how to operate a tablet and access your work emails. Social media helps too!

03

FOCUS ON YOUR COMMUNICATION SKILLS

We're really looking at how clearly you can communicate and whether you're able to showcase your personality

04

READ OUR WEBSITE BLOG

You'll gain a huge insight into the world of face to face fundraising by reading some [blogs on our website](#)

05

USE OUR STAR MODEL

Click to the next page to learn about how our STAR model can help you answer questions during your interview

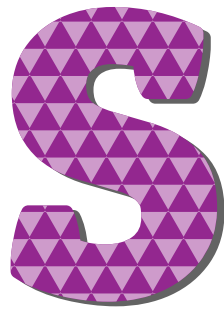




THINK LIKE A STAR!

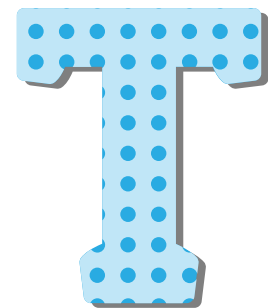
Our recruiters are looking at *how* you think – specifically the traits you demonstrate when faced with challenges and rejection.

It's helpful to take note of our STAR model and think about examples from your work or personal life where you've been especially resilient, self-motivated, passionate and empathetic.



Story

Tell us what you're passionate about



Target driven

When have you needed to reach a goal?



Attitude & mindset

Do you keep positive during difficult situations? How?



Resilience

How do you deal with failure?
Do you bounce back?

OUR VALUES

How do we use our values in our recruitment process?



We care deeply about our charity partners

All our fundraisers care passionately about the causes they're pitching - that's what makes the difference between a good fundraiser and a great fundraiser



We strive to be industry leaders

We never stop looking for ways to improve our processes. Everyone's invited to share their experience knowledge and ideas to help us continue growing and moving forward



Compliance is everything

Ethical fundraising is at the heart of our business. Our award winning training means our whole team understands the importance of following the code of fundraising practice

WHAT YOU CAN EXPECT TO EARN

Your basic wage is either £21.6k or £25k per year depending on whether you choose the lower or higher bonus scheme.

With bonuses for hitting targets, you'll have **achievable OTE of £45k pa.** After 3 months you qualify for our generous healthcare plan, with £900 worth of claimable treatments per year. You'll also join 'Perks at Work' where you'll get exclusive discounts from thousands of retailers. Regular incentives and an annual bonus help top up earnings too.

“Our statistics show that the average earnings of our fundraisers rises from the basic wage of £21.6k to £40k by the end of the first year if they hit our obtainable targets. Our most successful fundraisers earn in excess of £60k”
- Steve Connor, Finance Director



FAQS



WHAT TRAINING WILL I RECEIVE?

All fundraisers complete our award winning 12 week training academy. This begins with a week long immersive online course with our learning and development specialist. Following that is on site mentoring with a regional trainer and ongoing training with a dedicated team manager



WHAT HOURS CAN I EXPECT TO DO?

Full time work involves a 5 day week, part timers do 3 or 4 full days a week. All fundraisers typically work between 10am and 6pm and are usually employed on a 40 hour per week contract working 5 days per week, including alternate Saturdays. Our venues are often busiest first thing in the morning, over lunchtime and later in the afternoon, so fundraisers must be flexible and demonstrate commitment to reaching their donor targets each week



WILL I RECEIVE A UNIFORM?

A uniform, equipment and materials are provided – including an electronic tablet to take donations. You will need to provide black trousers and shoes

FAQS



WHAT ARE THE BEST SKILLS FOR THE JOB?

Excellent communication skills and being able to self-motivate is essential. Resilience, positivity, perseverance, confidence, passion, diligence and integrity are also great attributes!



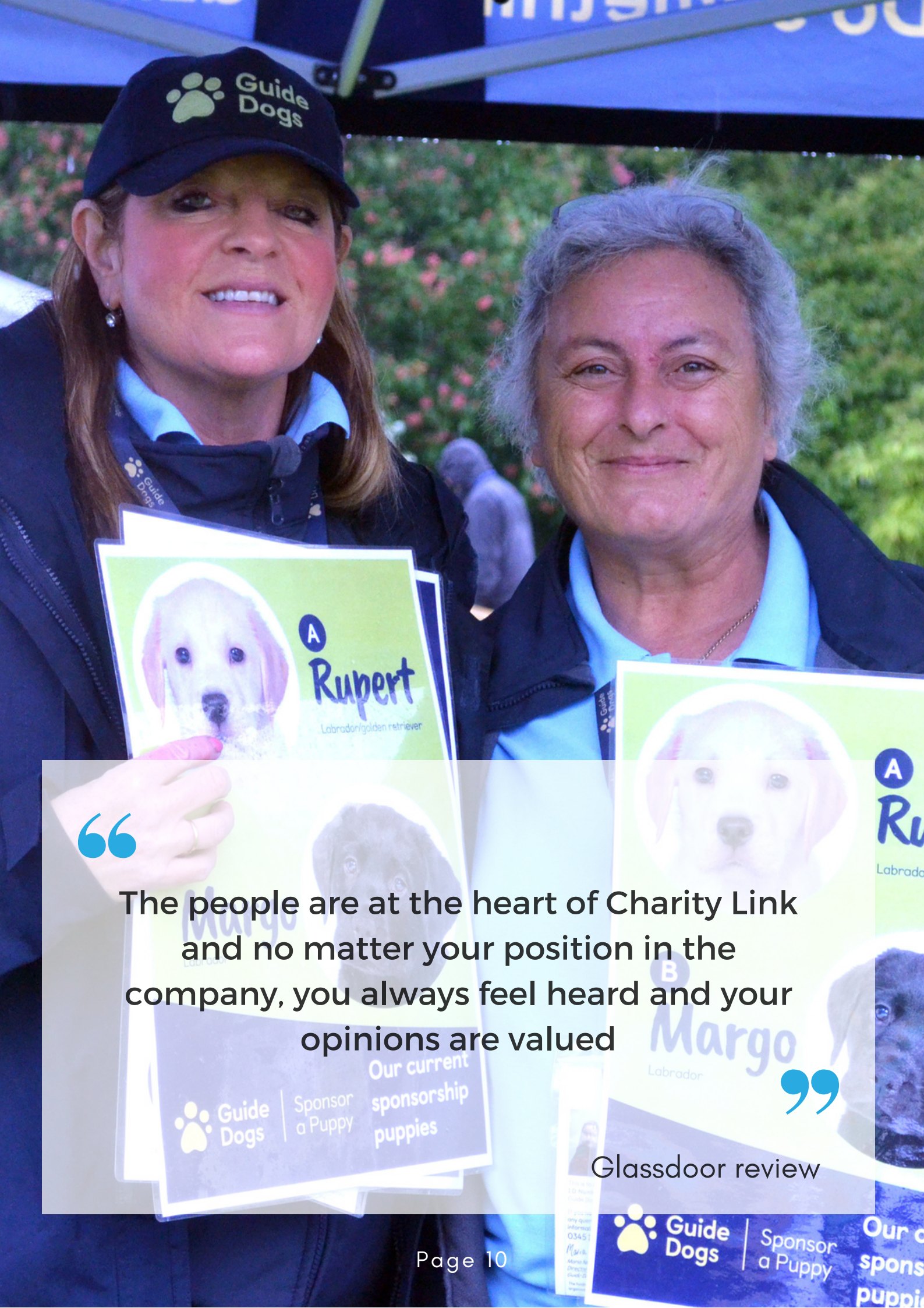
HOW FAR WILL I BE EXPECTED TO TRAVEL? WILL I BE REIMBURSED FOR TRAVEL EXPENSES?

In order to give fundraisers the highest earning opportunities, our in-house venue finders provide a balance of local and longer distance locations. For diversity we use as many different venues as possible throughout the week, increasing job satisfaction as well as earning potential. Fundraisers can claim back petrol over 20 miles from home and accommodation is provided when 75 miles or more away from home



HOW OFTEN WILL I BE WORKING ALONE?

Home to home fundraisers usually work alone, but private site fundraisers see a mix. Sometimes there'll be two or even three of you working together



“

The people are at the heart of Charity Link and no matter your position in the company, you always feel heard and your opinions are valued

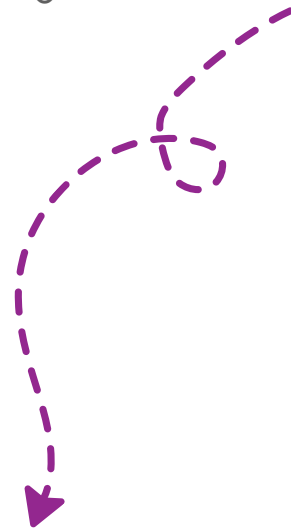
”

Glassdoor review

MEET STEVE



One of our longstanding and most successful fundraisers Steve gives an insight on the role and his best advice for people thinking about a career in professional charity fundraising.



WHAT WAS YOUR PREVIOUS JOB?

I was Sales Director of my own company in renewable energy and before that I coached techniques on closing a sale, non verbal communication skills and building rapport with people

WHAT DO YOU LOVE ABOUT THE ROLE OF FUNDRAISER?

Knowing inside that what we do in all weathers will help someone who deserves to be helped. One day it might be me.

HOW DO YOU OVERCOME DIFFICULT DAYS?

Experience tells me there will be good days and bad days. Whether good or bad we'll learn something new. What we learn can be used to overcome obstacles next time. Positive attitude will always provide positive results!

WHAT'S THE BEST ADVICE YOU COULD GIVE SOMEONE THINKING ABOUT FUNDRAISING AS A CAREER?

Smile, Smile and Smile! "If you see someone without a smile, give them one of yours"...Smiling is infectious!

ADJUSTMENT OPTIONS

DO YOU NEED ADDITIONAL HELP?

Our recruitment process is candidate-led because we believe in helping people to be their best selves.

We implement a number of methods to make our process inclusive and fair for all candidates.

Think about whether you need particular support or adjustments to help your interview process run smoothly.

If there's anything that might make you feel uncomfortable or prevent you from performing your best, just let us know.



All information is handled with the upmost discretion and respect for your privacy

[READ OUR
PRIVACY POLICY](#)

EXAMPLES OF ADJUSTMENTS WE CAN OFFER

Sharing our recruitment candidate toolkit for full details of our process and how to interview well-

Providing audio-visual aids for candidates with hearing impairments

Typing answers to questions

Extra time at your interview

Pasting the interview questions into the chat box for candidates to refer to during the assessment

Providing adequate breaks during interviews

Needing precise timings of how things happen

Using specialist IT equipment to aid the candidate during the assessment process

Being accompanied by a supporting person during interview

A verbal test rather than a written one should that apply

Providing names and bios of people who will be on the interview panel, with information about their role

Accommodating Assistance Dogs for in-person encounters

Having interview questions in advance of the interview

THANK YOU!

We can't wait to meet you!

APPLY NOW

