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JOB APPLICATION PACK

Individual Giving Officer

March 2026

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NEW
HORIZON
YOUTH
CENTRE

New Horizon Youth Centre

Individual Giving Officer

Job Application Pack, March 2026

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YC

OUR STORY

London is a fantastic city to call home, but a central truth remains in the capital. Every year thousands of young people find themselves unhoused, unsupported and unsafe.

That's why New Horizon Youth Centre exists.

Founded in 1967 by Lord Longford to address the needs of young people who were homeless and misusing drugs in the West End of London, today New Horizon Youth Centre continues to be a vital support network for 16–24-year-olds with nowhere else to go.

Through the services we provide at our day centre, via outreach and remotely, our multidisciplinary team of over 60 staff support thousands of young people experiencing homelessness in London to find safety, improve their wellbeing, develop skills for life and ultimately find somewhere that they can call home.

> "For as long as young people are homeless and unsafe in London, we will be on a mission to give their potential a home"

For more info about our impact, please take a look at our latest impact report.

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COMMITMENT TO EQUITY, DIVERSITY & INCLUSION

New Horizon Youth Centre is committed to recognising and valuing difference and ensuring fairness and equity; and recognising and seeking to redress inequity and disadvantage wherever possible. We have an ongoing action plan to improve our Equity, Diversity and Inclusion (EDI) practices, which every member of our organisation has a role in contributing to.

As a service provider to young people facing homelessness and who are unsafe, we aim to be an empowering, supportive employer and to offer as much flexibility as possible to help each individual realise their full potential as users of New Horizon Youth Centre and as employees. We believe that this approach is key and central to promoting and developing diversity.

We recognise that true diversity in our community and within the staff group also involves a willingness to act, where necessary, by combating the effects of existing barriers to fair and equal treatment. Within society certain groups are unfairly discriminated against – for example on the grounds of race, gender or gender identity, disability, sexuality, age and class - and are, as a result, disadvantaged in terms of their access to services and employment. We will, where appropriate and where possible, seek to positively redress the effects of this discrimination. Any action we take will be legally compliant and consistent with our approach of making young people and staff feel valued and respected.

We recognise that many people have suffered disadvantage and barriers to progress for all kinds of reasons related to them as an individual and not because of their personal characteristics such as homelessness, employment, economic or domestic circumstances, or involvement with the justice system. For this reason, our commitment to diversity includes being supportive, positive and open minded.

We encourage applications from all backgrounds in respect of ethnicity, disability, gender, sexuality, religion, and socio-economic backgrounds.

During the application process we commit to:

- Reimbursing reasonable childcare and other care costs whilst you are attending interviews.
- Reimbursing reasonable return travel costs for interviews (within London/neighbouring counties).
- Making any reasonable adjustments – for example ensuring we have a sign language interpreter organised in advance if you would like them.
- Offering a guaranteed first stage interview for disabled candidates who meet the minimum requirements for the role.

If there is anything else you are concerned about or think we could provide, please let us know.

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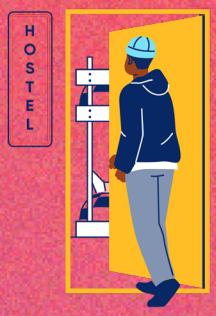
OUR WORK IS GUIDED BY THREE VALUES:

We **champion** young people

We **collaborate** for **impact**



We are **determined** to find a way

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BACK TO OUR BEGINNINGS: ROOTED IN OUR PAST, FOCUSED ON OUR FUTURE – OUR STRATEGY 2025-2030

With rough sleeping at record levels and more young people fleeing violence, there's a pressing need and growing gap for **a specialist emergency response that can support young people in crisis and open up housing for thousands more** young people in need. Rather than trying to provide everything ourselves for all young people until they turn 25, we can **focus on being excellent at supporting young people to get the safe homes they deserve as quickly as possible, support with life skills and living independently and helping them create a future without needing our support.**

By getting back to our beginnings we will lean on our **unique heritage as the only youth-specific day centre and drop-in in London** and continue our long and proud history of being here for young people who find themselves homeless in the capital. Doing so means making some tough choices about who we cannot support and so **our focus will shift to those in more immediate need,** prioritising them over those we have already housed and **we will be more focused at moving people on successfully.**

We will support every young Londoner in crisis to access safety, support and stability, then transition them onto independence. **We will do this by providing:** ***Successful Services, Productive Partnerships & Confident Campaigning.***

Too many young people cannot get the housing help they

So we deliver high quality, trauma-informed *SERVICES* for any young person that needs our support.

We spend **75%** of our resources on this.

Because the services that should help can't or won't.

So we work in *PARTNERSHIP* to optimise our offer and maximise our impact.

Because the government under-invests in young people.

So we *CAMPAIGN*, saying what others won't say and doing what others won't do to ensure that no young person misses out, even the young people we will never meet.

We split **10%** of our resources across these two areas.

This is complex and difficult work to do.

So we need to sustain a *WELL-RUN ORGANISATION* that invests in staff and celebrates the diversity that makes us a success.

We spend **15%** of our resources on this.

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"New Horizon.
It might not be your home.
They might not be your parents.
They might not be your family.
But they want you to win in this world."

Najma, 21

NEW HORIZON YOUTH CENTRE

JOB DESCRIPTION – INDIVIDUAL GIVING OFFICER

Reporting to: Head of Fundraising and Development

MAIN TASKS AND RESPONSIBILITIES

As our Individual Giving Officer, you will join an energetic team and play a pivotal role in leading the marketing, delivery, development, and stewardship of NHYC's Individual Giving programme. This includes managing direct marketing acquisition and retention campaigns, developing new propositions, and expanding our reach to new audiences.

You will be responsible for managing existing activity, marketing channels and audiences, and at the same time identifying and developing exciting propositions targeted at new and existing audiences. Through your effective onboarding, retention, and engagement plans, you will ensure that our donors maximise their fundraising potential and have a great experience supporting NHYC. We have a very data-led individual giving program and as part of your role you will support with the data management that underpins not only individual giving, but our wider fundraising infrastructure.

Within this role you will get lots of autonomy, the opportunity to learn and develop, and raise much-needed funds for our work supporting young people experiencing homelessness. Working from our bustling day centre, you'll be at the heart of our operations, staying connected to the profound impact of our organisation firsthand.

This closeness to our frontline services ensures that you'll witness the tangible difference your fundraising efforts make in the lives of young people every day, making New Horizon Youth Centre an energising place to fundraise.

If you're seeking not just a job but a deeply fulfilling experience where your work directly transforms lives, where you'll forge lasting connections with funders, colleagues, and the young people we support, then New Horizon Youth Centre is for you. Join us in making a difference and shape a brighter future for the young people experiencing homelessness in London.

FUNDRAISING

1. You will be responsible for individual giving, including regular and one-off supporters.

2. You will develop and deliver innovative and effective supporter journeys, products and propositions with a focus on digital marketing channels.

3. You will support the Head of Fundraising and Development to implement a donor stewardship programme for all donors, including one-off, regular givers and community fundraisers.

4. You will need to work closely with the Communications and Campaigns Manager to develop and implement a digital fundraising strategy to support planned digital marketing activities including social media and paid advertising.

5. You will, alongside the wider team, ensure fundraising systems and processes comply with Charity Law, the Data Protection Act and the Code of Fundraising Practice, alongside NHYC's Ethical Fundraising Policy and Know Your Funder Policy.

EVENTS

6. You will assist with the organisation of fundraising events where individuals are in attendance as required.

7. You will ensure that every activity adheres to the health and safety procedures and guidelines, including carrying out risk assessments in line with the organisation's policies.

DATA AND ADMINISTRATION

8. You will develop insight and understanding of our supporter base through management of our CRM system.

9. You will handle all Gift Aid declarations and work closely with finance for streamlined financial administration.

10. You will ensure all donations received through a number of online platforms are processed quickly, correctly, and donors are thanked in a timely manner.

OTHER

11. You will involve young people in our fundraising work where appropriate

12. You will follow and implement NHYC's policies, procedures and performance expectations in all functions of the post.

13. You will undertake as required any other duties compatible with the level and nature of the post and/or reasonably required by the Head of Development, CEO or wider Leadership Team.

PERSON SPECIFICATION

We are looking for an individual who can demonstrate the following competencies and want to use these to the full in their work.

ESSENTIAL EXPERIENCE, SKILLS AND KNOWLEDGE

1. Demonstrable track record in supporting the delivery of campaigns or fundraising appeals
2. Understanding of customer/supporter journeys and planning/delivery
3. Exceptional supporter care and management
4. Experience of working with databases and funding pipelines
5. Excellent organisation skills, adeptly managing time and deadlines
6. Excellent written and verbal communication skills
7. Creative thinking and solutions focussed mindset
8. Experience of working with a team and individually to achieve success
9. Willingness and ability to work outside of normal hours on occasion (within New Horizon's flexible working arrangements). These include working occasional mornings and evenings when events take place
10. Willingness to work flexibly in response to changing organisational needs.
11. Understanding of and commitment to equity, diversity and inclusion

DESIRABLE EXPERIENCE, SKILLS AND KNOWLEDGE

12. Knowledge and passion relating to issues affecting young people and their housing
13. Resourceful and able to think creatively with strong problem-solving skills

ADDITIONAL INFORMATION

Location:

The post is based at: New Horizon Youth Centre, 68 Chalton Street, London, NW1 1JR.

Contract:

The contract is ongoing, subject to successful completion of a probationary period.

Hours of work:

The post holder will be required to work 35 hours per week, Monday-Friday (9:30-5:00, including 30 minutes for lunch).

Pay:

The **starting salary** for role is **£31,200.00**

The salary scale is: £31,200.00 - £34,736.00

Other benefits:

- 30 days annual leave per year (pro rata), plus bank holidays and some additional time off over Christmas
- Employer contribution of 6% to a group personal pension scheme
- Enhanced Employee Assistance Programme, including 24-hour helpline, access to counselling, contributions towards medical expenses, discounted gym memberships, high street vouchers and more
- Clinical Supervision and Reflective Practice
- Staff Loan Policy, including Cycle to Work scheme
- Generous Training budget and a Diversity Leadership Programme
- Regular Staff Away Days and teambuilding activities

TIMESCALES AND HOW TO APPLY

The timescales for recruitment are as follows:

Closing date and time for applications	9am, Thursday 2nd April 2026
Shortlisted candidates will be informed	7th April 2026
Interviews	Tuesday 14th April 2026

If you wish to apply for this position, you will need to supply:

1. **A CV** setting out your career history, education or qualifications, and other key responsibilities or achievements (2 sides of A4). *Please do not include your name, initials, contact details or references in the CV and the file name.*

2. **A supporting statement** (1500 words or up to 2 sides of A4) highlighting your suitability for the role and how you meet the criteria listed on the **Person Specification**. *Please do not include your name, contact details or address.*

   The supporting statement is an essential part of your application and will be assessed for shortlisting purposes.

3. **Completed diversity and adjustment questions** – Your data will be stored separately from your application and will at no time be connected to you or your application by the shortlisting panel.

To apply, visit our careers site: https://jobs.nhyouthcentre.org.uk

We do not consider incomplete applications.

You will be notified if you have not been shortlisted. However, we are unfortunately unable to provide each individual application with feedback.

If you have any questions or would like to arrange a call to discuss the role, please feel free to email us at recruitment@nhyouthcentre.org.uk or call 0207 388 5560.

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Giving potential a home since 1967

nhyouthcentre.org.uk
@nhyouthcentre

Charity number: 276943
Company number: 01393561

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