



Caithness
Consulting

Executive Search by Professionals, for Professionals
Our Experience Makes the Difference



Hearing Dogs
for Deaf People

Engaged by our client to recruit a

Community Fundraising Manager (Scotland)

Candidate Information Brief



About our Client

Hearing Dogs for Deaf People

Hearing Dogs for Deaf People has been through an incredible journey to get where we are today. We were founded at Crufts in 1982, but there was nothing glamorous or prestigious about our beginnings.

Our dogs were trained in the living room of founding member Gill Lacey, and we had just three members of staff.

Thanks to the hard work and dedication of Gill, our two founders Bruce Fogle and Lady (Beatrice) Wright - and our first dog trainer Tony Blunt - Hearing Dogs had a slow but prosperous start.

Every year since, Hearing Dogs has grown in number and size, and today we're helping thousands of deaf people across the UK.

<https://bit.ly/4otFM9>

In 2023-24 our services supported 5,968 people with hearing loss in the last 12 months.

We supported 1,141 hearing dog partnerships and provided a range of other personalised services to assist thousands of people across the UK.

What's next for Hearing Dogs?

Although we are very proud of the progress we have made in the last 40+ years, there are still thousands of deaf people who could benefit from a life-changing hearing dog.

Do you want to play a part in Hearing Dogs' future?

Role Purpose:

We are looking for a highly motivated fundraising manager to join us as Community Fundraising Manager (Scotland).

You will drive income growth and deepen engagement across local communities in Scotland. You'll play a key role in growing and stewarding supporter-led activity, recruiting and empowering volunteers, and championing legacy giving across Scotland.

You will deliver an ambitious programme of community and events fundraising, working closely with colleagues across fundraising, communications, and service delivery to maximise reach, impact, and return on investment.

Our puppy project in Scotland train hearing dogs in Edinburgh & Midlothian. Volunteers provide a loving home and care for a puppy or adolescent dog for 6-18 months, participating in training classes and receiving support from instructors and specialists.

You will be an ambassador for Hearing Dogs for Deaf People, building relationships across the community to further our vision to support deaf people to be seen in society and live without fear.

Imagine you are deaf. You can't hear your alarm clock. You can't hear your text messages. You miss out on social interactions. That's what life is like for deaf people, and it can be very isolating. A hearing dog can make a big difference. Watch Anne and Tegan's story to see how Hearing dogs change lives:

<https://bit.ly/4luWxPu>

Key Responsibilities

Leadership and Management

- Meet an annual income target for Scotland.
- Delivery of existing and new fundraising products.
- Organising and supporting fundraising events and activities within Scotland.
- Ensure participants are stewarded on their supporter journey.
- Lead where appropriate, project teams on campaigns and product development.
- Build new relationships with small to medium-sized local businesses, local groups and societies.
- Use fundraising products to secure sponsorship for partnership dogs within the region.
- Work cooperatively with other fundraising colleagues (Events, Individual Giving and Major Giving, including corporates and trusts and with communications) to jointly further the impact of fundraising regionally.
- Support and deliver local legacy conversations and the legacy promotion. Resource fundraising volunteers with legacy awareness training or guidance.
- Contribute to an uplift in legacy pledges or enquirers sourced via community channels.
- Deliver regional legacy awareness events or campaigns.

Support, networks local relationships

- Recruit, train, develop, support and motivate community event volunteers and supporters.
- In collaboration with Scottish service staff, establish, support and maintain relationships with Hearing Dogs networks of volunteers based around Scottish Projects.
- Ensure good relations are established and maintained with a variety of media, including local and social to promote the Hearing Dogs brand and develop fundraising and engagement.
- Represent the Charity at volunteer and sector functions and events.

Maximising digital platforms

- Use social media platforms, e.g. Facebook, X, to support fundraising initiatives, supporter journey and relationship building.
- Use digital event and online fundraising platforms to support events, fundraising and engagement.

General

- Travel on a regular basis in support of regional activities, including to presentations, meetings, training etc, and as required by the Head of Community Fundraising and Events.
- Preserve any information to which you are privy in your role as confidential.
- Complete required paperwork accurately and on time, respond to emails in a timely fashion and maintain working calendar accurately.
- Be able to talk, present and engage knowledgeably and enthusiastically to a wide variety of audiences including the media about our work.
- Uphold and promote Hearing Dogs for Deaf People's commitment to diversity and the benefits it brings and comply with Hearing Dogs for Deaf People's policies and procedures.
- Undergo training to a set level of deaf awareness and communication as required by the Charity.
- Be able and willing to work unsociable hours including weekends, travel within the region as and when required and occasional wider travel in the UK.



Essential Skills and Experience

- Proactive and confident self-starter with experience of raising funds or from equivalent experience gained either within the voluntary sector or the commercial world.
- Excellent interpersonal and communication skills coupled with an enthusiastic and positive approach.
- Ability to work as part of a team and to contribute towards the success of the Community Fundraising team and wider team at Hearing Dogs.
- Computer literate with MS365 applications and knowledge and experience of databases and an ability to keep accurate records of all contacts and relevant information.
- Ability to work on own, without close and constant support and supervision and to be able to handle pressure, deadlines and targets.
- Educated to A Level or equivalent.
- Ability to manage a busy workload, demonstrating a solution focussed approach with good planning skills
- A team player with a desire to inspire and motivate others.
- A full current driving license and use of a car.

Desirable Attributes

- Experience of the voluntary sector and fundraising.
- An understanding of charity law and how it relates to community fundraising.
- Understanding digital and direct marketing in fundraising.
- Experience of public speaking and presenting to a diverse range of audiences.
- An understanding and affinity of the challenges faced by the deaf community and the disability marketplace.
- A significant record of achievement in raising funds either gained within the voluntary sector or within a sales background.



Case Study:

Callum & Piper

Callum, 14, from Scotland, is the first child in the country to have a hearing dog. Born 12 weeks premature with a chromosome disorder, he was diagnosed as severely deaf at age two and later fitted with cochlear implants. Shy and socially withdrawn, Callum struggled with confidence, independence, and especially sleep—he relied heavily on his parents for daily routines.

Everything changed when hearing dog Piper arrived. Piper comforts him at bedtime, wakes him with an alarm, and helps him feel safe and independent. Now, Callum proudly talks to others about Piper and enjoys a more confident, connected, and happy life.



Dear prospective applicant

Thank you for your interest in this vital role with Hearing Dogs for Deaf People in Scotland.

At Hearing Dogs for Deaf People, we're on a mission: to rebuild connection, companionship, and confidence through trained hearing dogs, and our practical and emotional support services; transforming the lives of people who are deaf or have hearing loss.

We have been transforming the lives of deaf individuals since 1982 by pairing them with expertly trained hearing dogs to become the ears of their partner - alerting them to important and sometimes life-saving sounds they would otherwise miss such as doorbells, alarm clocks, fire alarms and even a baby's cry.

To date, we've created over 2,800 life-changing partnerships across the UK, with more than 1,000 hearing dogs currently in service.

Following a recent strategic review and months of stakeholder engagement, we have a new strategy, renewed focus and energy to move forward and unlock bold, sustainable growth so that we can reach many more people. Our role in Scotland is a vital component of this strategy.

This is an incredibly exciting time to join the organisation - if you have the skills and knowledge we are looking for and you're ready to build something remarkable and make a lasting difference to people's lives, we would love to hear from you.

Gill Yeates

Head of Community Fundraising and Events.



Training clever dogs to help deaf people



Remuneration Package & Benefits

Flexible working:

Home working with travel throughout Scotland as required. It is anticipated that your initial 'geographical patch' will concentrate on the central belt with an Aberdeen focus, following on from there.

Compensation:

£32k with monthly car allowance of £250.00.

Terms:

Permanent role. This is full-time 35 hours per week.

Benefits:

- Workplace Pension (Hearing Dogs will contribute 4% of gross basic pay).
 - Death in service insurance.
 - Life assurance.
 - Occupational sick pay.
 - Employee assistance programme.
 - Eye care.
 - Hearing tests for whole family.
 - Enhanced paid maternity and adoption leave.
 - Paid paternity leave.
 - Annual leave - 24 days per annum, excluding public holidays, with more days allocated for long service.
- In addition, we provide one day birthday leave and three days Christmas and New Year leave.

An additional perk is a 20% discount for staff at our Hearing Dogs gift and online shop. There is a wide range of gifts including this irresistible soft toy:





Eilish McDowell

Will be the Consultant who will lead on this role

Contact details

☎ Phone: +44 (0)7720 249200

✉ E-mail: eilish@caithnessconsulting.co.uk

How to Apply

Caithness Consulting has been appointed by Hearing Dogs for Deaf People to conduct this search on their behalf. We pride ourselves on our candidate centred approach and welcome initial confidential discussions with potential candidates before deciding to apply. Should you wish to do so, please contact Eilish to arrange a convenient time.

Alternatively, please submit a copy of your CV to Eilish along with a one or two page covering letter outlining why you believe you are a good fit for this role.

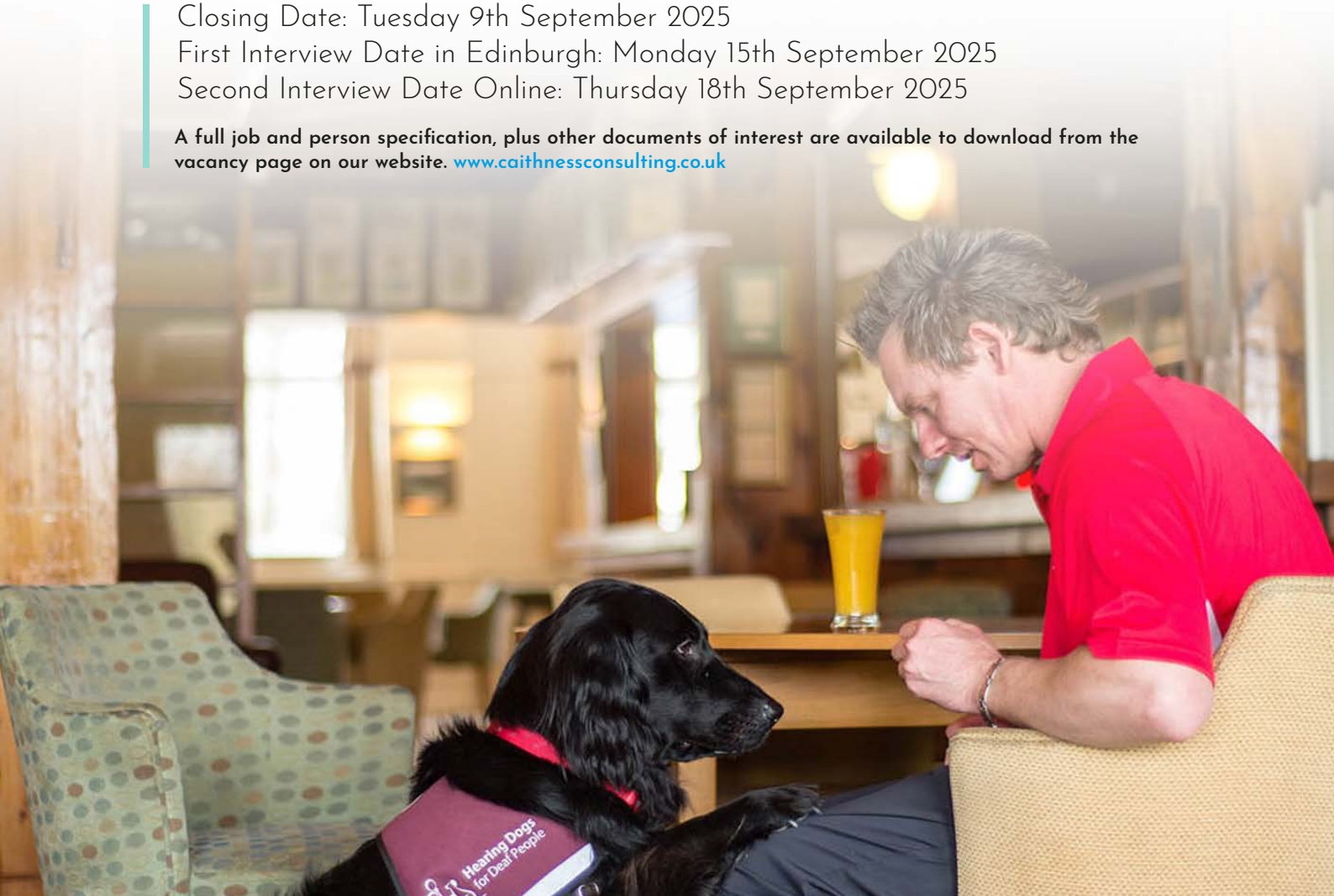
We will review your details and respond as soon as we can.

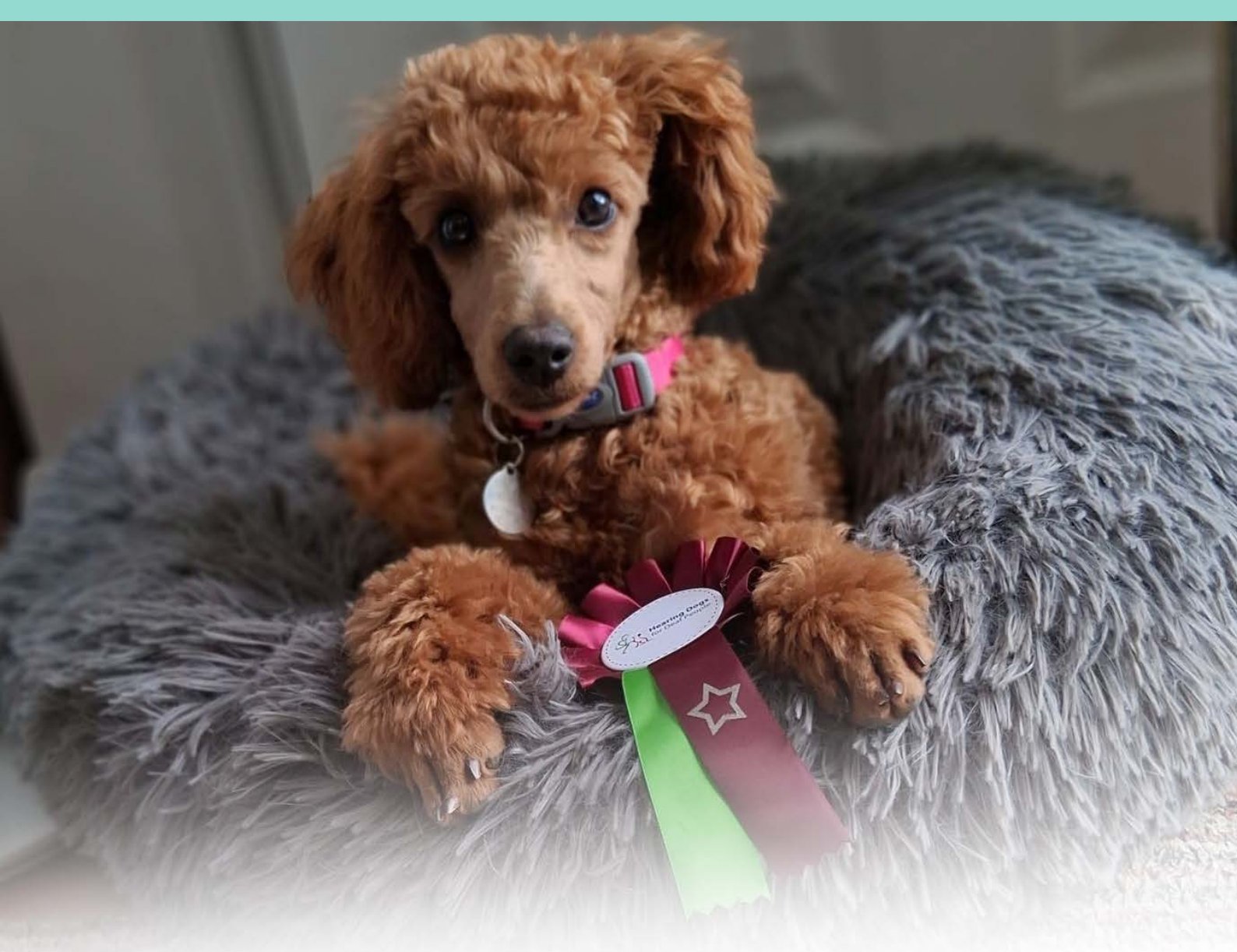
Closing Date: Tuesday 9th September 2025

First Interview Date in Edinburgh: Monday 15th September 2025

Second Interview Date Online: Thursday 18th September 2025

A full job and person specification, plus other documents of interest are available to download from the vacancy page on our website. www.caithnessconsulting.co.uk





Our professional integrity underpins and informs everything that we do individually and as a company.

As the world of recruitment becomes ever more reliant on technology and while we embrace these benefits, we never forget that we are in a “People Business” and People matter.



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www.caithnessconsulting.co.uk