



JOB DESCRIPTION

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| Job title: | Toy Appeal Campaign Assistant |
| Service: | External Engagement (Fundraising and Comms) |
| Salary: | Grade 1 Point 10 + inner London weighting |
| Hours: | 37 hours per week (full-time) Temporary 24-week contract From early/mid July through to late December/early January 2025 |
| Location: | London. Hybrid. Two days per week in Central London with the other three days home working if desired. |
| Responsible to: | Corporate Partnerships Manager |

Summary of job:

The Toy Appeal Campaign Assistant plays a vital role in helping to coordinate Family Action's Christmas Toy Appeal campaign, liaising with companies, groups, our services and partner charities to ensure the timely delivery of over 10,000 toys and gifts to disadvantaged children and young people.

If you are an enthusiastic individual who works well under pressure and wants to make a significant difference to thousands of children over Christmas, then this role is for you! You will gain experience in being involved in a large project and work across multiple teams including fundraising and marketing.

Key tasks and responsibilities:

1. Acting as a first point of contact for the Toy Appeal, responding to enquires from organisations wishing to take part in the appeal, as well as internal colleagues receiving gifts.
2. Responding to all enquiries in a timely and professional manner.
3. Matching gift requests with pledges from donors and preparing information on gift requests.
4. Maintaining a live list of all requests for gifts from approx. 60 services and projects, and over 100 companies and community groups, updating as matches are made and requests are filled.
5. Building positive relationships with corporate donors through written and verbal communications, including email, telephone and occasionally meetings/visits where appropriate.
6. Co-ordinating deliveries of gifts from donors to projects, ensuring needs and requirements of both parties are met.
7. Accurately creating and maintaining donor and donation records on Family Action's Salesforce based CRM system.
8. Assisting the Corporate Partnerships Manager and Fundraising Administrator with donation processing and administration.



9. Stewarding Toy Appeal fundraisers, encouraging the use of fundraising platforms such as JustGiving, providing fundraising materials and sharing the impact of their fundraising.
10. Researching to find suppliers for any gifts that need to be purchased using donated funds.
11. Supporting the Marketing and Communications team by providing regular information and updates about the appeal.
12. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
13. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - Being '**people focused**'
 - Reflecting a '**can do**' approach
 - Striving for **excellence** in everything we do
 - Having **mutual respect** for everyone we work with, work for and support through our services
14. Embrace and implement Family Action's Equality & Diversity Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
15. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety and welfare.
16. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

Essential

1. Ability to work effectively under pressure – we have a tight window to coordinate thousands of presents!
2. Excellent verbal and written communication skills – you'll be the main contact for companies, community groups and our services and will need to communicate effectively over the phone and by email.
3. Highly organised – we're looking for someone who can handle a big excel spreadsheet and is confident with organising logistics.
4. Passion, enthusiasm and a love for all things Christmassy!

Desirable

5. Experience in an office environment
6. Experience coordinating fundraising or donations campaigns
7. Experience using a CRM system