

Fundraising Assistant, 3 days per week

Salary: £15,600 (equivalent to £26,000 full time)



Are you an administration professional, or someone who wants to move into this area who has solid core skills? Do you enjoy meeting new people and inspiring and motivate donors and fundraisers?

If so, then join an ambitious organisation with a determination to transform the future for the 220,000 people in the UK living with axial spondyloarthritis.

We are a small team, looking for a part-time Fundraising Assistant to work alongside our existing Fundraising Officer to support activity across our income streams, supported by a Fundraising Board. We are passionate about transforming lives for people with axial SpA. We truly value our people, who do meaningful work that directly impacts the lives of people living with axial SpA. You'll be supported to succeed and genuinely appreciated for your contributions. We pride ourselves on our collegiate spirit and willingness to support each other in all aspects of our work. We operate a hybrid model of working, with some staff working remotely for most of the time, so applicants need to be comfortable with working in this way.

Strong organisational skills are important, with the ability to manage multiple tasks and meet deadlines. You should have excellent attention to detail and accuracy, confident communication skills, both written and verbal, and a genuine interest in fundraising and passion for our mission.

If this sounds like you, then please get in touch. We would love to hear from you. You will need to submit your CV together with a two-page cover letter explaining your interest in the role – the letter must describe how your skills and experience meet the person specification. Deadline for applications is 10 am on 31 July. 2026. Interviews will be held on 12 August online. For further information, and to submit your application, contact dalewebb@nass.co.uk

The Benefits

- Salary up to £15,600 for 3 days per week.
- Employer pension contribution of 10%
- 15 days annual leave plus 3 days leave between Christmas and New Year, plus Bank Holidays
- Access to a free virtual GP service for you and your loved ones
- Time off in Lieu scheme
- Death in Service benefit to loved ones

Thank you for your interest in NASS! Keep in touch at www.nass.co.uk

Job Description



Job Title:	Fundraising Assistant
Accountable To:	CEO
Accountable For:	N/A
Working With:	People affected by axial spondyloarthritis Fundraisers Donors NASS members NASS staff
Location:	Hybrid: Office (Hammersmith) and home
Hours:	21 hours per week
Salary:	£15,600

Background

Axial SpA is an inflammatory condition of the spine and joints. Inflammation where muscles attach to the bones, causes extreme pain. If left untreated, it can permanently fuse bones together. We are the National Axial Spondyloarthritis Society (NASS) and we seek to transform the diagnosis and care of people living with axial SpA. It's an invisible and misdiagnosed condition. Often leaving people feeling powerless, in increasing pain and extreme exhaustion. So we campaign policy makers for early diagnosis and better services. We work with the NHS to get axial SpA identified and diagnosed quickly. We're determined that everyone receives effective care. We make sure people with axial SpA get the latest information and the support they need to tackle living with the condition. We build an active community, online and through our local branches across the UK. We are with them all the way. Join us. Help us raise our voices and raise funds. Axial SpA may work silently. But we don't.

Purpose of role

You will provide administration support across our fundraising programme. Of key importance is providing excellent supporter care by responding to enquiries and building positive relationships. The postholder will need to be working from the office at least twice a week.

KEY TASKS

1. Act as a first point of contact for supporters.
2. Provide excellent supporter care by responding to enquiries and building positive relationships.
3. Manage the fundraising inbox, respond to fundraising enquiries, and process incoming and outgoing fundraising post.
4. Write stewardship emails and assist with the writing of emails related to appeals and campaigns.
5. Maintain and update supporter records in our CRM system (Salesforce), including logging fundraising activities and campaigns, donations, emails, calls and tasks.
6. Help coordinate mailings, events and member communications
7. Send out fundraising packs.
8. Support core financial administration for membership income, including donation processing, refunds, and related records management
9. Regularly update the fundraising sections of the NASS website with relevant events, challenge events, new ways of fundraising and member stories.
10. Undertake such other tasks as may reasonably be required.

PERSON SPECIFICATION

Job title: Fundraising Assistant

	Essential/Desirable Criteria
Education and training	
<ul style="list-style-type: none"> Willingness to undertake training and continuing professional development 	Essential
Experience	
<ul style="list-style-type: none"> Experience of delivering excellent customer/supporter care 	Desirable
<ul style="list-style-type: none"> Experience of maintaining accurate administrative records 	Desirable
<ul style="list-style-type: none"> Experience of working with a charity 	Desirable
<ul style="list-style-type: none"> Excellent communication skills, including the ability to speak and write clearly and professionally using a high standard of English 	Essential
<ul style="list-style-type: none"> Experience of using CRM systems (e.g. Salesforce) 	Desirable
<ul style="list-style-type: none"> Experience of using industry standard IT systems (e.g. Microsoft Office, email, internet etc.) 	Essential
Personal attributes	
<ul style="list-style-type: none"> Ability to communicate effectively with a wide variety of people 	Essential
<ul style="list-style-type: none"> Ability to manage own workload, prioritise effectively and manage tasks simultaneously 	Essential
<ul style="list-style-type: none"> Ability to work with a minimum of supervision and autonomy but have an awareness of when to share problems and seek advice 	Essential
<ul style="list-style-type: none"> Ability to work effectively as a member of a small team, and ability to work with other internal departments, including senior staff 	Essential
<ul style="list-style-type: none"> Considerate and diplomatic in dealing with others 	Essential
<ul style="list-style-type: none"> High level of attention to detail, well-organised and methodical 	Essential
Other requirements	
<ul style="list-style-type: none"> Willingness to occasionally work outside of set office hours as required 	Essential
<ul style="list-style-type: none"> Commitment to our policies and values, ensuring people are treated with dignity and respect 	Essential
<ul style="list-style-type: none"> Excellent time management skills 	Essential

TERMS OF EMPLOYMENT

Contract	Permanent
Probation	This appointment is subject to a 6-month probation period.
References	This appointment is subject to receipt of 2 satisfactory references from previous employers.
Criminal Records Bureau	Due to the nature of the duties that you will be expected to undertake, you will not be required to undertake a CRB check.
Health and Safety	NASS is committed to providing a safe and healthy working environment.
Equal Opportunities	NASS is committed to equal opportunities. All procedures and activities comply with legislation and best practice as determined by our Equal Opportunities Policy and Diversity and Equality Policy.
Annual Leave	15 days leave per year, plus 3 additional non-transferrable days in between Christmas and New Year, plus Bank Holidays
Training and Development	You will be encouraged to attend in-house and external training and development activities to support you in your role.
Induction	NASS is committed to staff induction. This is an ongoing process from commencement in post.
Pension	NASS operates a Group Personal Pension Scheme and makes an employer contribution of 10% of gross income.
Death in service scheme	The scheme will pay out a sum equal to 3 times annual salary in the event of your death, as long as you are working for NASS at the time you die
Sight tests & spectacles	NASS pays for sight tests for eligible staff and contributes towards spectacles costs where required
Virtual GP service	Staff and their loved ones have access to a free virtual GP service
Other	Travel expenses for journeys other than to the NASS office will be fully reimbursed.