

THINK Recruitment



Candidate Pack: Fundraising Assistant

Location: Various across the UK (Belfast, Cardiff, Northampton, Solihull and Caterham)

Salary: £21,445 per annum

Closing dates:

Northampton, Solihull and Caterham based roles - Midnight Sunday 4th August

Belfast and Cardiff based roles - Midnight Sunday 25th August





**Welcome from Jayne Waterhouse, Head of
Community Fundraising UK at Marie Curie**

Thanks for your interest in this role and working for Marie Curie.

Marie Curie is the UK's leading end of life charity. We provide expert hospice care, support over the phone, and we push for a better end of life for all by campaigning and sharing research to change the system.

We know that everyone deserves the right support at the end of life, whether you have months, weeks or days left to live, we're here for anyone who needs us.

At Marie Curie we have always been incredibly proud of our Community Fundraising team and we believe that there has never been a more important time to engage with communities across the UK. You may see other roles being recruited for at the moment, some are due to natural turnover and internal movement.

It is an incredibly exciting time to join the team. We have a lot ambition and need the right people to join us who can help us realise that ambition - for everyone who needs us at the most difficult time in their lives.

The Fundraising Assistant roles, I think, are extra special. The Fundraising Assistants are based in our offices, and some in our hospices. They are often the first contact families using our services have with the fundraising side of the charity, and as such hold the key to starting off amazing long term relationships with potential fundraisers.

The role offers great variety, so it's a fantastic way to get into fundraising as a career path. We have seen many of our team start in this role and progress to a Community Fundraiser and beyond. I am excited to see who joins our team in these important roles as you will make a tangible difference to fundraising, and to our supporters, right from the start.

Thank you for your interest, I hope you apply!

Jayne



**THINK
Recruitment**



The role: Fundraising Assistant

At Marie Curie we understand that everyone will be affected by dying, death and bereavement and deserves the best possible experience, reflecting what's most important to them. As the leading end of life charity, it is our ambition to make this happen. To help achieve this, we are seeking to recruit a Fundraising Assistant to join our dynamic fundraising team and be a crucial part of shaping the future of fundraising across the nation.

Reporting to the Senior Community Fundraiser and working closely with some of the most talented fundraising people in the charity sector, your role will be to provide fundraising and administrative support to the team. That sounds straightforward, but the role of Fundraising Assistant is so much more than the sum of its parts. By providing that core support, and great stewardship to supporters, the Fundraising Assistant role can be the role that introduces supporters to Marie Curie and gives them that amazing first impression.

You'll assist in building and developing fundraising relationships in the community, by providing excellent stewardship (customer service) and support to our fundraising groups, volunteers, and key supporters. You will work within the important processes and guidelines we set around cash handling and ensure the integrity of our supporter and financial databases.

This role might be for you if you enjoy:

- Delivering amazing supporter experiences / customer service
- Talking to people via email, face to face and the phone
- Multi-tasking
- Problem solving and thinking on your feet
- Building working relationships with a wide variety of individuals
- Supporting others as a team player and thinking differently about where you can support your teammates and colleagues across the charity

This is an entry level role that is perfect for someone who is interested in joining the charity sector and wants to learn. We don't expect you to necessarily have paid fundraising/charity experience for this role.



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The role: Fundraising Assistant

Why are these roles vacant

Our Fundraising Assistant roles are great entry roles into the charity, and into fundraising as a career. Many of our Fundraising Assistants move on into other roles within Fundraising such as the Community Fundraiser role. We also have long standing Fundraising Assistants in post who just love the variety of the role and the difference the role makes.

With our roles in the South East (Caterham), Midlands (Solihull) and Belfast, the post holder has moved into a fundraising role elsewhere within the team. The post in the South West (Solihull) is a new position recently created to provide additional capacity within the fundraising team.



Being a Fundraising Assistant gave me a great start in the exciting and dynamic world of fundraising. It is a brilliant role where you are always learning and in which people are always at the centre, whether talking fundraising strategies with colleagues, having important conversations with families or working as part of the wider caring service team.

Ben
Community Fundraiser West Midlands



Calm

Empathetic

Enthusiastic

Creative

Honest

Methodical

Willing to meet people

Friendly

Can do attitude!

Willing to learn

Organised

Entrepreneurial

Kind

Self motivated

Respectful

Collaborative

Compassionate

THINK Recruitment



The role: Fundraising Assistant

What does a typical week in the life of the Fundraising Assistant look like?

The Fundraising Assistant role is described by many in the fundraising team as the best job in the world – no day or week ever drags, the work can be varied and often fast paced. The Fundraising Assistant is the glue that hold the fundraising team together, taking on regular tasks of vital importance such as banking fundraised income, and juggling ad-hoc tasks that simply can't be predicted!

- Answering the telephone to deal with supporter enquiries
- Being the first point of contact for supporters and visitors who attend the office or hospice - sometimes these may be planned visits, but sometimes our supporters surprise us!
- Opening and managing post
- Banking fundraising income - including taking cash to the bank
- Assessing fundraising enquiries and passing them on to the best placed Community Fundraiser - some enquiries might be quite quirky, the Fundraising Assistant plays a crucial role in triaging these enquiries
- Being a fundraising team presence within the hospice/office – liaising with internal stakeholders such as the nursing team, building relationships with others throughout the building
- Supporting fundraising volunteers such as our Collection Tin volunteers with admin support
- Ensuring the fundraising database is kept up to date
- Providing administrative support to the fundraising team such as help with supplying fundraising resources and materials



The Fundraising Assistant role is one where you just don't know what happens one week to the next.

The role would suit someone who can be flexible and react in a calm, measured manner to whatever the day brings, but who can equally deliver the routine tasks that provide stability to supporters and the fundraising team.



The role: Fundraising Assistant

What might be challenging?

For candidates interested in the role who haven't worked in a hospice setting, or alongside people experiencing grief, the emotive nature of the role may be challenging. Not all the Fundraising Assistant roles are based within a hospice, but all roles will involve speaking to people impacted by the loss of a loved one, and at different stages of the grief process.

Some supporters may be in the immediate aftermath of their loss, for others it may have been some time ago - but every situation must be handled with respect and empathy.

To support employees, if based in hospice, we have Hospice bereavement teams, as well as a Marie Curie bereavement network support group. All employees have access to our Employee Assistance Programme.

Areas of potential

There are events and projects this role can get stuck into, with opportunities depending on the regional team recruiting.

For example, in Northern Ireland there is the chance to get involved in elements of the organisation of the annual twilight Walk. In Caterham the Fundraising Assistant has the opportunity to support with larger events such as London Marathon, and working with our network of Fundraising groups and volunteers.

Across the whole team there is of course the chance to get involved in the annual Daffodil Appeal, Marie Curie's flagship campaign. This might involve supporting the Community Fundraising team to realise untapped areas of potential.

The post holder will be supported by their line manager to identify the areas of the role they enjoy, and where possible, opportunities in line with areas of interest will be enhanced to aid career progression and ensure the role is engaging and enjoyable.



My role as a Fundraising Assistant gave me an invaluable insight into working in the charity sector and provided me the skills I have now as a Community Fundraiser, such as creativity and innovation, good communication, and the ability to speak confidently about Marie Curie's work and mission. Fundraising is a really dynamic and exciting part of Marie Curie, and there is lots of room to develop and grow.

Hannah
Community Fundraiser South West

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Job Description: Fundraising Assistant

Job purpose

To provide fundraising and administrative support to the Fundraising team in region/Nation. To assist in building and developing fundraising relationships in the community, by providing excellent stewardship and support to our fundraising groups, volunteers and key supporters.

Key Responsibilities:

Processing the income raised by our Supporters

- Record, bank and process income in accordance with Marie Curie policies and procedures
- Ensure that accurate and up to date financial and supporter records are maintained and are accessible
- Work within national Marie Curie policies, procedures and adhere to legal frameworks
- Undertake administrative duties as required in support of the core product portfolio
- Provide line management for office finance and administration volunteers and assist in the supervision of other volunteers.
- Provide administrative support to the Fundraising team

Build and maintain strong fundraising relationships

- Provide excellent supporter service to members of the public who enquire, via phone, mail and in person, and encourage their support
- Be the first point of contact within fundraising for supporters, patients, and their families
- Assist the team in developing supporters by carrying out welcome, stewardship and prospect calls
- Proactively use and support colleagues in using the fundraising database to develop and manage supporter relationships
- Build a strong relationship with internal colleagues to increase awareness of fundraising and support for Marie Curie activities.
- Provide support as required to proactively seek new supporters and build relationships

Provide support and stewardship for key fundraising supporters

- Provide stewardship for Fundraising My Way participants as appropriate
- Provide stewardship for local fundraising groups and volunteers as appropriate



Job Description: Fundraising Assistant

Key Responsibilities continued:

- Provide stewardship for third party eventers and trekkers as appropriate
- Work in close collaboration with Community Fundraisers to research local opportunities for partnerships with local community corporates and research and apply for local funding opportunities

Provide support for key Marie Curie public collecting activity

- Responsible for the booking and securing of collection sites and permits
- Contacting volunteer collectors
- Dispatching collection materials
- Ensuring Collection Management Tool is fully up to date
- Ensure appropriate banking, thanking and follow up with volunteers and collection sites

General

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Marie Curie.
- Marie Curie operates a no-smoking policy. The post holder should either be a nonsmoker or be prepared not to smoke in any Charity premises, grounds or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.



**THINK
Recruitment**



Job Description: Fundraising Assistant

Key Responsibilities continued:

General continued

- Adhere to all information governance, privacy and security policies, standards, guidelines and procedures; practise and promote secure behaviours
- Adhere to all Marie Curie policies and procedures at all times
- Actively promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering to Marie Curie policies on safeguarding
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, information governance, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).



When I started as a Fundraising Assistant it was my first role within the charity sector and in an office setting, so there was a lot to learn. Thankfully I was surrounded by a supportive team who guided me to a position where I was confident in supporting them in their roles as Community Fundraisers. Working alongside Community Fundraisers made the eventual move from FA to CF an easy transition and I was able to quickly settle into the new role. The aspect I found most important of the Fundraising Assistant role was interacting with family members whose loved ones we cared for. This really highlighted the significance of the work Marie Curie does and allowed me to grow as an empathetic and compassionate person.

Dan , Community Fundraiser - London



Person Specification: Fundraising Assistant

	Person Specification
Experience and Knowledge	<p>Experience with the public in a customer/supporter facing environment (either face to face or via the phone)</p> <p>Understanding and knowledge of fundraising activities and charity work (desirable)</p> <p>An understanding of good stewardship (customer service) and how to apply that to fundraising volunteers and supporters (desirable)</p> <p>Experience of working with volunteers (desirable)</p>
Job related skills / competencies	<p>Demonstrable literacy and numeracy skills</p> <p>Verbal and written communication demonstrative of a sensitive approach</p> <p>Competent IT skills including word processing, email and spreadsheets.</p> <p>A good working knowledge of databases</p> <p>Customer service and people skills - able to engage with supporters and their families in support of their fundraising activities</p> <p>Understanding of general office systems and procedures</p> <p>Willing and able to work frequent evenings and weekends as required e.g. to support fundraising events</p>

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.



About Marie Curie

Every day of your life matters – from the first to the last.

When you work for Marie Curie, you understand that better than ever. We're a passionate, committed, and diverse team of more than 4,400 staff and 12,000 volunteers, here for people living with any terminal illness, and their families. We offer expert care, guidance, and support, to help them get the most from the time they have left.

Everyone knows our daffodil, but it's our warmth, creativity and care that touch lives. Here, we take the time to really get to know the people we care for and those who love them. And we do whatever it takes to give them the final days and hours they deserve.

Our values

Always compassionate

- Connecting and empathising with people
- Starting with the person's needs, respecting them and treating them with dignity
- Supporting people's choices and decisions

Making things happen

- Being clear and straightforward
- Listening so that we can understand and do the right thing
- Prepared to speak up and challenge on people's behalf

Leading in our field

- Building on our unique skills, expertise and experience
- Sharing, innovating and partnering
- Always seeking to improve in everything we do

People at our heart

- Valuing every individual
- All views and expectations are heard and respected
- Bringing people together and building relationships



Everyone will be affected by dying, death and bereavement. That can't be changed; but the end of life experience can. Everyone deserves the best possible care and support, reflecting what's most important to them. We want a better end of life for all.

Would you like to join us and play your part in delivering a better end of life for all?

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Recruitment**



Jan's story

My sister Chris was a fit and healthy 57-year-old. At the end of 2022, she had a really bad stomach ache. She went to get it checked out. A scan showed that Chris had Stage 4 Pancreatic Cancer, which had spread out around her Bile Duct and into her Liver.

The disbelief and devastation we all felt was unfathomable. Pancreatic Cancer is so deadly because it so often doesn't become apparent until it is too late. I travelled from Wales up to Yorkshire to care for Chris. It seemed that the news just got worse and worse.

Chris began going downhill quickly. Her big wish was for a final family holiday with her son, daughter and 5-year-old Granddaughter. We booked a chalet at Haven camp in Blackpool and had a few days of precious family time. I felt Chris was taking a turn for the worst. Not wanting to have her become very ill in Blackpool, we made the decision to come home and organised a hospital bed etc for Chris at home.

The following day I was told that Chris had a few days left at most. She was mostly unresponsive by then. We called family and friends to come and visit. I was deluged with so many demands, looking after Chris, hosting friends and family, liaising with all the services coming in and out to help care for Chris.

Exhausted, but focussed, a big concern was that I never wanted her to be alone, which meant myself and her daughter also staying up through the nights. Then I received a call from Marie Curie. I'd heard of Marie Curie, but knew little about the Charity. The lovely coordinator told me that she could organise a Marie Curie nurse to come and stay up with Chris through the night that night. I was completely taken aback. Kay came just before 10pm.



“From the moment she stepped through the door, Kay just exuded friendliness and gave out such a relaxed supportive vibe.”



**THINK
Recruitment**



Jan's story continued

Kay was so lovely and Becky and I could get some sleep knowing that Chris was being taken care of and that Kay would wake us if needed. Kay came in with a cup of tea and a report on how Chris was each morning before she left. After months of so much responsibility amongst all the heartache and pain of the situation, I can't fully express how much Kay meant. She was the very best help in the very worst of times. Chris passed away peacefully at home with family and friends around her.

I am fundraising for Marie Curie to enable more people to have that crucial, incredible support that made such a huge difference to us towards the end of Chris's life. I am Ladies Captain of my local golf club and my nominated charity is Marie Curie.

Myself, Chris's daughter Becky and her best friend, another Chris took part in the Marie Curie Snowdon Night Trek. I can't think of a better way to support the charity, and celebrate Chris.

After having the responsibility of being with Chris through the nights for the past 3.5 months (except for the odd short break to see my family) it was amazing to go to bed and feel able to switch off and go to sleep. I felt complete confidence in Kay. Through the journey with Chris we had obviously had dealings with a number of 'support people' from different arenas. Who that person is and how they relate to you is massive in such situations and I think you are more tuned in to your feelings about their sincerity and genuineness.

Kay was absolutely the person you would hope for and I actually felt for one of the few times 'held up' by her emotionally.



“To be able to hand over Chris's care to Kay over the Friday, Saturday and Sunday nights made all the difference. It was the one situation through it all when I felt able to let go and somebody else take the reins. The emotional relief and gratitude were huge.”



Benefits and life at Marie Curie

Salary

Salary band is £20,820 - £21,455 per annum, based on a 35 hour week. We tend to recruit at the higher end of the scale. Salary progression will be through ASR/Appraisals while in the role.

Annual Leave

25 days plus bank holidays. Employees can choose to use religious bank holidays (Easter and Christmas) on alternative days to suit their work/life balance. Annual leave allowance rises to 28 days after five years' service and 31 days after 10 years' service.

Pension

Minimum contribution of 4% / Marie Curie will contribute 4%. You can choose to pay more than the minimum contribution if you wish and Marie Curie will match your contribution up to 7.5%.

Life Assurance scheme

Includes Death in Service, with a benefit of 2x annual salary.

Flexible Working Policy

All flexible working requests are considered, two can be submitted each year. As the Fundraising Assistant role is office/hospice based to provide on site, support for the Fundraising team, day-to-day informal flexible working arrangements will be agreed between post holder and line manager on an ad-hoc basis.

Support with childcare costs

This government scheme provides eligible families (if a couple, then both parents must work) with an extra 20% towards childcare costs of up to £10,000 a year.

Participants can get up to £2,000 a year for each child, going up to £4,000 a year for a child who is disabled. Further info available on request.

Other

- Season ticket loan
- Loan schemes for bikes; computers and satnav systems
- Introduce a friend scheme
- Entitled under Marie Curie Blue Light Card
- Entitled to Benefit-Hub Discount Scheme.
- Continuous Professional development

If you have questions about the benefit package, or if there are policies you would value seeing before continuing in the selection process, please do reach out via recruitment@thinkcs.org and we will be happy to find out the information you need.



Diversity, Equality and Inclusion

We recognise that a diverse workforce allows us to provide the best care for people living with a terminal illness. We will show respect for all our employees and volunteers, valuing each individual's contribution, regardless of their age, gender, gender identity, sexual orientation, marital status, civil partnership status, disability, nationality, race, religion or belief.

Marie Curie is committed to its values, which underpin our work. We take stringent steps to ensure that the people who join our organisation through employment or volunteering, are suitable for their roles and are committed to safeguarding all our people from harm. This includes our staff, volunteers and all those who use or come into contact with our services. We are dedicated to creating not just a safe place to work but also a supportive and rewarding one.

We believe that diversity makes us stronger. Join Marie Curie and be part of an inclusive and equitable workplace where everyone's unique perspectives and experiences are valued. We welcome candidates from all backgrounds and walks of life.

To apply

To express interest in this role, please email recruitment@thinkcs.org with a copy of your CV.

Our Recruitment Manager will have a conversation with all applicants prior to shortlisting. Please ensure you get in touch with enough time to have an initial call ahead of the role closing. Following our call, if you wish to apply, you will be asked to provide a covering letter detailing why you are interested in the role, and how your skills and experience makes you a good candidate.

To help candidates find out more about the role, we can organise an informal conversation with the recruiting manager for each role. If you would like to have an informal chat, please flag this during your initial call with THINK Recruitment.





The selection process

Interviews will be conducted in person at the stated office or hospice for the post applied for, details on location will be provided at point of enquiry along with the interview dates relating to the specific post.

Candidates will be provided with the themes of the interview questions at point of invite and details of a short on the day task candidates will be asked to complete following the panel interview.

Marie Curie will do their utmost to keep the selection process to one stage. However, if a second round is required, this will take the form of an informal conversation with the recruiting manager and another member of the team. Timeframes for a second stage, if required, will be organised to suit the candidate.



Screening calls with THINK Recruitment	Q&A Webinars	Closing date	Invites to candidates by	Interview date	Decision by
15th July - 2nd August	TBC - please get in touch to find out dates	Midnight Sunday 4th August	Wednesday 7th August	Week comm 12th Aug	Friday 16th August

Please note, the closing date for the Belfast and Cardiff based roles is slightly later, Sunday 25th August, with interviews scheduled for week commencing 2nd September.



Thank you for your interest, please do get in touch if you have any questions.
We hope to hear from you soon.

Jo McGuinness

Recruitment Manager - THINK Recruitment
jomcg@thinkcs.org