



## JOB DESCRIPTION

<b>Job Title</b>	Community and Events Fundraising Assistant		
<b>Department</b>	Events and Community Fundraising		
<b>Reports to</b>	Head of Events		
<b>Location</b>	This role has a UK based contract and as such, you must have the right to live and work in the UK. You'll be required to work at your contracted office which will be one of; <b>The Living Planet Centre, Woking, Surrey, GU21 4LL</b> and will need to be able to commute to this location.		
<b>Job Level</b>	2		
<b>Flexibility</b>	WWF-UK operates a hybrid working arrangement with a minimum of 20% of contracted hours collaborating in-person with colleagues each month, with the balance being worked from home. Additionally, we have a flexible working policy which can be used to consider individual requests to tailor working patterns, whilst continuing to meet the needs of the role, team and organisation.		
<b>Safeguarding Level</b>	Level 2 - Basic DBS check, 2x employment references & sign declarations		
<b>Hours</b>	35	<b>FTE</b>	1
<b>Date</b>			

### CONTEXT OF ROLE

WWF is the world's leading independent conservation organisation. Our mission is to create a world where people and wildlife can thrive together.

This role sits within the Community and Events Fundraising team, which is responsible for attracting, engaging and inspiring members of the public to join us and financially support our work through taking part in events or organising events in their local communities, schools or workplaces. There are three main streams of work within the team: sports events, bespoke events and community fundraising.

Events and Community Fundraising is a strategic priority for the Supporter Income Generation and Engagement team, with significant income growth planned and expected to

be delivered. We are a rapidly growing team with ambitious plans for the next 5 years, and this role will play a key part in helping us achieve our goals.

## **MAIN PURPOSE AND SCOPE OF THE JOB**

Working across the team, this role will provide administrative and logistical support to ensure the smooth running of our fundraising activity. The role will be key to ensuring our data is accurate and activities are set up correctly on our systems, enabling us to carry out our fundraising to the highest standards. The role will also be a first point of contact for our supporters, providing them with the best possible experience, helping to maximising income for WWF.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

- Maintaining the fundraising database, setting up coding and events, adding records and ensuring data is uploaded correctly
- Managing the team inboxes, being the first point of contact for our supporters and responding to and dealing with questions and enquiries
- Managing the Just Giving and Enthuse process, setting up events and campaigns whilst ensuring pages are correctly coded
- Managing event consoles, ensuring participants are fully registered to events, providing support, reminders, and monitoring deadlines
- Supporting Facebook activity including Facebook Fundraising and monitoring supporter Facebook groups, responding to comments and engaging with our fundraisers
- Some stewardship tasks including phone calls and writing cards/certificates
- Providing other administrative support, as and when required by the team
- To assist with event day preparations and support on event days, as and when required

## **PERSON SPECIFICATION**

### **EXPERIENCE, QUALIFICATIONS & KNOWLEDGE**

- Proven experience of providing first-class administrative support to a team or experience working in a customer relations environment
- Demonstrable experience of process management
- Knowledge of MS Office (word, excel, powerpoint)
- Experience of working with databases

### **SKILLS AND COMPETENCIES**

- Excellent communication skills, both written and verbal
- Ability to build and maintain relationships

- Excellent attention to detail
- Excellent organisational skills and flexibility to meet a variety of challenges
- Ability to work on a number of projects at the same time and meet deadlines
- Ability to manage own workload effectively and proactively reprioritise if required
- Ability to work out of hours as this role requires some weekend and out of hours working

## **WWF-UK'S VALUES**

WWF-UK's values are: 'Courage', 'Integrity', 'Respect', and 'Collaboration'. These values should be embedded in your work and behaviour, and any associated policies and processes adopted consistently.

*WWF UK are committed to an inclusive and accessible recruitment process. As a Disability Confident Employer, we acknowledge that some candidates may require additional support to overcome barriers experienced during the application process. If you require any reasonable adjustments to support your application or interview, please reach out to the Talent Acquisition team via [recruitment@wwf.org.uk](mailto:recruitment@wwf.org.uk).*

***This document sets out key responsibilities of the role and is not intended to be an exhaustive list of tasks and duties. We reserve the right, at our sole discretion, to reasonably vary the responsibilities from time to time depending on the needs of the organisation without changing the level of the role.***