Job title	Community Fundraising Assistant
Directorate	Public Fundraising & Engagement
Accountable to	Head of Community Fundraising
Responsible to	Senior Community Fundraising Executive

About us

The Royal Marsden Cancer Charity raises money to save the lives of people with cancer, everywhere. We ensure our nurses, doctors and research teams can provide the very best care and develop life-saving treatments, which are used across the UK and around the world.

From funding state-of-the-art equipment and ground-breaking research, to creating the very best patient environments, we will never stop looking for ways to improve the lives of people affected by cancer.

We are a very ambitious organisation which has gone through transformational growth over the past five years. Alongside funding an existing programme of world-leading research, treatment and care, the Charity completed its largest capital appeal to date, successfully raising £70 million to build the Oak Cancer Centre at the hospital's Sutton site, which opened in summer 2023.

With one in two of us expected to develop some form of cancer, it is essential that we go even further in our fundraising efforts to support the essential work of The Royal Marsden. Therefore, we are delivering our most ambitious strategy yet, that will see us raising at least £215m over the 5-year period.

The Charity is committed its biggest fundraising appeal to date, for a new major development project in Chelsea. There is also an extensive portfolio of engaging projects outside of the capital appeals that help to support all aspects of the hospital's work to improve the lives of cancer patients.

Our Values

We know that to succeed it is critical to work collaboratively, with a set of shared behaviours that guide and govern how we work every day. In consultation with our staff, we have defined five Values which we believe are central to who we are and how we work and we are committed to living them daily.

We are:

Respectful
We believe in a safe, supportive workplace, seek the expertise and contribution of others and are mindful of the needs of our supporters and stakeholders.

Kind
We are caring, responsive, considerate, and generous with our time.

Ambitious
We have high aspirations and are enterprising in our approach.

Purposeful
We make informed decisions which support our agreed priorities, showing desire and determination to achieve our goals to make a tangible difference.

Versatile
We explore alternative solutions and respond positively to new opportunities to maximise our impact.

The Community Fundraising team

Working for us offers you a challenging and rewarding career, as well as the chance to really improve the lives of those living with cancer.

Our team stewards some of our most dedicated supporters, who organise events and bring their networks together to raise up to six figure sums. We build long lasting relationships with individuals as well as community groups, schools and corporate organisations to raise millions for Charity every year.

Job purpose

This role is an integral part of the Community Fundraising team, providing support to people raising funds for The Royal Marsden Cancer Charity and being the first point of contact for enquiries. Dealing directly with supporters, the role requires an effective communicator and proactive individual who is passionate about fundraising. The role will also support the Community Fundraising Manager and Senior Community Fundraising Executive with the stewardship of high value community fundraisers.

Working relationships

Community Fundraising, Marketing, Communications, Digital, Finance, Data, Individual Giving, Philanthropy and Partnerships teams, Charity donors and supporters, hospital staff at both sites and Volunteers.

Key areas of responsibility

Community fundraising support

1.1 Support and provide high levels of stewardship for supporters who are fundraising for the Charity.

1.2 First point of contact for all community fundraising supporters, including answering incoming calls and meeting and greeting supporters that visit the Charity office.
1.3 Work alongside the Senior Community Fundraising Executive to help identify and develop ways to encourage supporters to fundraise for the Charity.
1.4 Send fundraising materials and thank supporters in a timely manner, keeping an accurate record of these communications on the database
1.5 Ensure community fundraising information on the Charity website and displayed within the hospital is up to date.

General responsibilities

2.1 General administrative duties such as acknowledging donations and inputting supporter information onto the database in accordance with the Charity policies and procedures.
2.2 Manage stock levels of event materials and request new materials as required.
2.3 Ensure the fundraising database (Raiser's Edge) is maintained in line with best practice and internal processes, and all data is processed within data protection regulations.
2.4 Work with other teams within the Charity, including Finance, Data, PR, Marketing and other fundraising teams in order deliver an excellent supporter experience.
2.5 Attend key fundraising events as required. These may involve occasionally working evenings and weekends. Time off in lieu will be given.
2.6 Undertake any other duties that are commensurate with the post as requested by the Line Manager.

This job description is intended as an outline of the general areas of activity within the job role. It will be amended from time to time in the light of the changing needs of the organisation.

Person Specification

Candidates must be able to demonstrate	Essential (E) or Desirable (D)
Experience and knowledge	
Computer literate and competent with Microsoft products	E
Experience of using Raiser's Edge or another database	D
Key competencies	
Excellent organisation skills and attention to detail	E
Ability to build strong and effective working relationships and manage multiple stakeholders	E
Proactive approach to problem solving	E
Excellent communication and interpersonal skills, with the ability to work closely and effectively with staff at all levels	E
Able to work efficiently and effectively on a variety of tasks using own initiative and good judgement, prioritising to meet deadlines	E
An interest in cancer and health issues, with an understanding of NHS practices and procedures	D

The above criteria are necessary for this post and will be used when shortlisting applicants for interview and throughout the recruitment and selection process.

Conditions of service

Salary	£28,860 per annum
Contract Type	Permanent
Hours of work	37.5 per week
Location	Sutton (work from home one day per week)
Benefits	27 days annual leave allowances, contributory pension scheme, life insurance, enhanced maternity and adoption pay, employee assistance programme, subsidised canteens, flexible working and more. Refer to our summary of benefits information attached, and on our website for further details

Diversity and inclusion

The Royal Marsden Cancer Charity believes in treating people fairly with respect and dignity, and in valuing diversity. We believe that a diverse workforce allows us to deliver on our mission to ensure our nurses, doctors, researchers and supporting staff can provide the very best care and develop life-saving treatments for cancer patients.

We believe everyone has the right to live their life without fear and prejudice and contribute to society in a way which is authentic to them.

It is this core belief that underscores our commitment to providing equal opportunities for all staff and volunteers at the Charity. Our aim is to foster a supportive culture which values the contribution of each member of the team regardless of their age, sex, gender reassignment, sexual orientation, marriage or civil partnership, pregnancy and maternity, disability, nationality, race, religion or belief.

Ultimately, our aim is to create a workforce which is representative of the people we exist to support, whilst contributing to the creation of a more equitable, diverse and inclusive charitable sector.

Summary of benefits

Work environment

- Our Sutton office is based in the heart of the hospital, alongside staff and patients. A shuttle service to and from Sutton station is provided in the morning and at the end of the day.
- On-site subsidised canteens

Pay and pension

- Competitive salaries benchmarked against the market with annual increases
- Auto-enrolment in our Aviva pension scheme from day one
- Up to 6% employer contributions subject to matched contribution from you (increasing with length of service)

Work-life balance

- Enhanced occupational maternity and adoption leave and pay
- Flexible working options to support those with caring responsibilities

Holidays and time off

- 27 days annual leave per annum plus UK bank holidays (pro rata for part time staff)
- Entitlement rising to 29 days (pro rata for part time staff) after five years' service
- Opportunity to carry over 5 days (pro rata for part time staff) into following annual leave year

Health and wellbeing

- Self-referral to a confidential counselling service for work related or personal reasons
- Access to an employee assistance programme designed to save you money and improve your physical, financial, and mental health and wellbeing
- Free sight test every two years and contribution towards any glasses required for work purposes
- Generous paid sick leave based on service
- For members of our pension scheme, we offer life insurance of twice your annual salary subject to the rules of the scheme