

## ROLE PROFILE: Fundraising Assistant

<b>Reports to:</b>	Head of Mass Fundraising
<b>Department:</b>	Fundraising & Communications
<b>Direct reports:</b>	None
<b>Salary and hours</b>	22.5 hours (0.6 FTE) £24,000 p.a FTE

## ROLE PURPOSE

This role provides vital administrative support to the fundraising team, handling a range of tasks from donation processing and data management to coordinating team schedules and managing the giving inbox. The Fundraising Assistant plays a key role in ensuring smooth daily operations through effective record-keeping, accurate processing of cash and card donations, and organising essential materials and resources.

Additionally, this position serves as a first point of contact for donors and supporters, delivering a warm and welcoming experience for all who call or visit the Welcome Office.

## MAIN DUTIES & RESPONSIBILITIES

### Administrative Support

- **Donation Processing:** Process and log all donations, including cash, card payments, and online donations. Ensure accurate coding and logging of donation information, especially during seasonal appeals, and support backlog processing as needed.
- **Email and Inbox Management:** Respond to emails in the giving inbox, directing queries appropriately and maintaining organised records of communication.
- **Cash Handling and Banking:** Arrange and oversee regular cash collections, maintain records in the safe, and support regular cash counting and banking to ensure accurate and secure handling of donations.
- **Scheduling and Coordination:** Support team scheduling needs, including coordinating departmental meetings, agendas, and any follow-up actions. Assist with booking and organising events as needed.
- **General Office Support:** Manage the distribution of collection tins and buckets, assist with inventory and stock checks for fundraising materials, and ensure an organised work environment for all fundraising resources.
- **Additional Administrative Duties:** Perform a variety of other administrative tasks to support the wider fundraising team, including preparing reports, maintaining organised files, and supporting volunteer coordination when required.

### Supporter Engagement

- Act as the first point of contact for all donor enquiries through phone, email, and in-person interactions, ensuring a positive and engaging experience for all supporters.
- Process donations made in person, over the phone, and through other direct channels, and assist with maintaining a timely and personalised thank-you process for supporters.
- Help ensure that donors and supporters receive the necessary materials and information for a successful and enjoyable engagement with the charity.

### Team Collaboration

- Provide front desk coverage, welcoming visitors and donors at the Welcome Office and serving as a friendly and helpful representative of the organisation.
- Work collaboratively with the fundraising and wider team to support ongoing needs, assisting with tasks across departments as needed to ensure smooth operations.
- Support team members with ad hoc projects, activities, and any high-priority tasks to contribute to overall team objectives.
- Any other duties as required by the needs of the organisation

### Additional Information

- **Hours:** This is a part-time role of 22.5 hours per week. While the role is fully office-based, there is flexibility in how these hours can be scheduled, and they may be spread across 3, 4, or 5 days depending on preference.
- **Location:** This role is based in the Welcome Office, at St George's Hospital, Tooting where the Fundraising Assistant will serve as a front-facing representative for the organisation.

### Person Specification

#### Skills

- **Organisational Skills:** Ability to manage time effectively, prioritise tasks, and keep accurate records.
- **IT Skills:** Confident with Microsoft Office package (Excel, Word, Outlook, SharePoint) and willingness to embrace new IT packages.
- **Administrative skills and Attention to Detail:** Ensures that supporter records and donation information are accurate and compliant with policies.
- **Communication Skills:** Strong verbal and written communication skills for engaging with supporters and coordinating with internal teams.
- **Teamwork:** Ability to work collaboratively with fundraising and operations teams, contributing to a proactive, positive work environment.

#### Experience

- **Administrative Experience:** Prior experience in an administrative role, especially within a nonprofit or fundraising setting, is advantageous.
- **Customer Service Experience:** Proven experience in delivering high-quality customer service and managing front-line communications.
- **Database Management:** Familiarity with handling data and experience using databases (such as Raisers Edge or other CRMs) to log and retrieve information.