

## Job description

**Title:** Fundraising Assistant (Data)  
**Organisation:** Bliss, the premature or sick baby charity  
**Location:** Hybrid (with three days over a fortnight in Bliss Head Office, London SE1)  
**Salary:** £25,000 FTE  
**Terms:** 28-35 hours a week  
Regular evening/weekend work (from home) at certain times during the year

### Role description

#### Main purpose of the role

This role primarily focuses on managing and supporting data within the fundraising operations. Key responsibilities include overseeing income data in the Raiser's Edge CRM and assisting the Senior Data Officer with daily data management tasks. Additionally, you will support the Community and Events team by providing data-driven insights to guide fundraisers, as well as assist other fundraising functions. The Fundraising Operations Team is essential in ensuring effective data management and exceptional supporter care, contributing to maximizing Bliss' impact on babies.

#### About the team and department

This role is in the Fundraising Operations Team which sits within the Fundraising Department alongside the Community & Events Team, Partnerships and Trusts and Individual Giving teams.

#### Reporting structure

Reporting to the Senior Data and Operations Officer

#### Key responsibilities

##### Income handling:

Day to day responsibility for processing fundraised income onto the Raiser's Edge CRM, to ensure all gifts are recognised correctly including:

- Day to day administration of Direct Debit and payroll giving processes to ensure that all supporter information is up to date and income is collected from supporters and third party agencies; to add new regular giving donors and import their regular giving payments in a timely manner
- To take day-to-day responsibility for regular and timely gift income importing onto Raiser's Edge; website donations, fundraising platform gifts such as JustGiving, Enthuse, Much Loved, CAF
- Downloading of reports from fundraising platforms
- To have an active role in adding, checking and validating Gift Aid declarations

##### Data handling:

Day to day responsibility for data imports, data validation and data cleaning, to ensure accuracy of supporter information including:

- Importing data into Raiser's Edge using Importacular
- Preparing files for import with Excel using v looks ups and pivot tables

- Validating and rectifying Importacular exception reports
- Setting up and running queries in Raisers Edge to match income
- To run reconciliation reports on gift imports and to take action to rectify issues
- To run data cleaning processes on a regular basis to ensure data integrity on Raiser's Edge CRM.

### Supporting our colleagues across the Fundraising Department :

Helping fundraisers to manage their data, and gain insights from our fundraising data to support decision making and assisting with the smooth running of the teams.

- Support teams to set up queries and running dashboards
- Support teams with database related questions
- Regularly running income reports from third party sites such as Justgiving

### Support with Facebook Challenge events

- To assist with moderation of our Facebook group, responding to questions, monitoring activity, commenting on posts etc. This will require some regular evening and weekend work (from home) at certain times of the year when events are live.
- Accurate data processing from third party platforms to our own database
- Helping with the smooth running of our Facebook challenges, including ensuring fundraising pages are coded correctly, monitoring fulfilment of materials and responding to queries
- Responding to enquiries and providing excellent stewardship via email and our Social Media platforms (Facebook and Instagram)

## Person Specification

### Qualities

- Strong analytical abilities, with excellent problem-solving skills and the ability to use tools like Excel (including VLOOKUPS and pivot tables) to manage data effectively.
- Familiar with various fundraising techniques and the operational requirements of each, with experience in CRM systems such as Raiser's Edge (preferable, but not essential).
- Able to work across multiple teams and adapt quickly to new environments, tasks, and challenges.
- Excellent administration skills, with a keen attention to detail and the ability to manage multiple tasks in a fast-paced setting.
- Skilled in time management, prioritizing workloads, and maintaining effective internal and external relationships.
- Exceptional written communication skills, with an ability to communicate with empathy and professionalism.
- Passionate about providing high-quality supporter care and demonstrating a proactive, enthusiastic approach to work with a strong commitment to the aims and objectives of the organization.

### Knowledge

- Some basic knowledge of importing income
- Understanding of the principles of fundraising and supporter care

### Skills and Experience

- Experience of working with databases, especially Raisers Edge, would be an advantage
- Good IT skills, particularly in the use of Word, Excel and Outlook
- Experience of using Facebook (either in a personal or professional capacity)

### Special conditions

- Able to demonstrate commitment to the aims and objectives of Bliss
- Willingness to work outside office hours and weekends
- Willingness to undertake further training as and when required

### Health and Safety and codes of conduct

- To carry out all work in accordance with Bliss' site health and safety policy
- To adhere to Bliss' Equity, Diversity & Inclusion Policy at all times
- To adhere to Bliss' financial monitoring processes
- To ensure compliance with the GDPR and Bliss' Data Protection Policy
- To adhere to Bliss' User Involvement policy and practice and to work closely with a range of stakeholders and users of services to best design, support and evaluate our activities.
- To undertake duties in line with the Institute of Fundraising, the Fundraising Regulator and other relevant codes of conduct.
- All employees must have a right to work in the UK.

## About Bliss

Bliss is the UK charity for babies born premature or sick. Our vision is that every baby born premature or sick in the UK has the best chance of survival and quality of life. We champion the rights of every baby born premature or sick to receive the best care. We achieve this by empowering families, influencing policy and practice, and enabling life changing research. For more information about Bliss, visit [bliss.org.uk](https://bliss.org.uk)

### Why Work for Bliss

If you work for Bliss, you'll be part of a passionate, hardworking team who are making a real difference to the lives of babies born premature or sick.

Bliss has around 40 staff, most of whom are based in our lovely London Bridge office, with a small number of remote staff based in Scotland and the Midlands. All of our staff work **flexibly**, with everyone able to choose when to work their hours between 7am – 7pm Monday to Friday (working days are up to 8hrs long). This means we can provide lots of options for flexible working, such as annualised or compressed hours, as well as offering roles on a job-share basis.

We really value in-person interactions, so **hybrid working** means staff work in the office for three days over a fortnight but can choose to work wherever they like for the rest of their hours. Staff are supported to work even more flexibly and can choose four weeks per year when they work fully remotely.

Our staff truly embody our **values** of being supportive, trusted and ambitious. In 2024 we asked staff about working for Bliss. **97% of staff said they are treated with fairness and respect at Bliss. 94% said they enjoyed their work at Bliss and their managers are supportive.**

Working at Bliss also means you'll leave work every day knowing that you **make a difference**. We take opportunities to share each other's successes, and we are totally focussed on understanding the needs of our beneficiaries and seeking to address them. We share our findings regularly with each other, so that we all feel **connected to the cause** and see the **direct impact** we are having.

Working for a relatively small charity, you will get a real chance to **shape the agenda** and be able to take **ownership** of a project or task. We can also provide lots of opportunity to work with different teams and on project and working groups, so **you'll never be bored!**

We understand that we all have different priorities at home and we aim to offer a mix of financial and non-financial **benefits**. Our 'better than statutory' benefits include:

- 34 days paid holiday (pro rata for part-time employees) including bank holidays which can be taken whenever desired [26 days of holiday plus 8 days of bank holiday]
- Additional one-off week holiday granted as a 5 years' service award
- Generous contributory pension scheme
- Interest-free season ticket loans and tax-efficient cycle loans
- Enhanced company sick pay
- Enhanced family leave pay (after minimum service)
- Neonatal leave and pay
- Paid time off for volunteering
- Paid Emergency and Dependents leave
- Paid study days.

We have a [relaxed](#) work-life and dress code, offer free access to an [employee assistance programme](#) and ensure a genuine focus on ongoing [learning and development](#) for all staff, with dedicated L&D time and paid leave for personal L&D activities. Our staff are friendly and kind, and enjoy [social activities](#) together in and outside of working hours.

We are proud to be a [London Living Wage employer](#), and have signed up to the [Show the Salary](#) pledge.

### Accessibility Statement

We are an equal opportunities employer and take pride in our [inclusive](#) work culture. Having a [diverse](#) workforce is important to us, to ensure we can best represent and serve all babies born premature or sick every year. We recognise that babies born into families already facing health inequalities may need more, or different, support in order to have the best chance of survival and quality of life so there is a particular focus in our [strategy](#) on driving for equity in neonatal care.

We know that in order to recruit the most talented people, we need to access a wide pool of talent, and this means being as inclusive as possible in how we recruit, support and retain our staff.

Bliss recognises the positive value of diversity, promotes equity and challenges discrimination. We welcome and encourage job applications from people of all backgrounds, including applications from Black, Asian and Ethnic Minority communities, people who identify as having a disability, and LGB+, Trans and non-binary candidates.

Don't meet every single requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. At Bliss we are dedicated to building a diverse, inclusive and authentic workplace, so if you're excited about this role, but your past experience doesn't align perfectly with every aspect of the job description, we encourage you to apply to tell us what you can offer our organisation. You could be just the right candidate for this or other roles.

Some examples of our accessibility provisions for the recruitment process include:

- Step free access to the building, all key meeting rooms and bathrooms, and an accessible workstation
- Application pack in large / easy read format
- Additional time for interview tasks
- Private space for additional needs (e.g. prayer / breastmilk expression)
- Pre-interview meeting to talk through the role and person specification.

If you need any adjustments to enable you to access this job information, or the application process, please let us know.