

Job description

Title:	Fundraising Assistant - Digital
Organisation:	Bliss, the premature or sick baby charity
Location:	Hybrid (a minimum of three of your days over two weeks will be worked in the office Bliss Head Office, London SE1)
Salary:	£27,500 per year
Terms:	Full-time (35 hours per week). Permanent. Regular evening/weekend work (remote) at certain points during the year

Role description

Main purpose of the role

You will be a key part of the Community and Events team, supporting the delivery of a range of fundraising activities and events, with a particular focus on our virtual fundraising events, including Virtual Fundraising Challenges.

You will ensure that everyone supporting Bliss by taking part in a fundraising event or community activity receives the best possible supporter care. This will be through efficient administration and your excellent communication skills. You will contribute to a friendly and high performing fundraising team dedicated to meeting its targets to raise funds to provide the best possible care and support for all premature and sick babies and their families.

This role will require regular out of hours work, when virtual events are live to carry out moderation of the Facebook groups during evenings/weekends. Time off in lieu will be given for this.

About the team and department

The Community & Events Team sits within the Fundraising Department, alongside the Partnerships, Trust, Individual Giving and Fundraising Operations teams.

The Community & Events Team supports Bliss' vision that every baby born premature or sick in the UK has the best chance of survival and quality of life. Bliss achieves this by empowering families, influencing policy and practice, and enabling life-changing research. We raise income to maximise Bliss' positive impact for babies.

Reporting structure

You will be reporting to the Senior Community and Events Officer.

Key responsibilities

- To provide support to the C&E team on delivery of our virtual fundraising challenges.
- To provide support to the C&E team in our various day to day fundraising activities
- Provide thoughtful, knowledgeable and engaging moderation within our Facebook groups, helping to create positive and supportive online communities.
- Assisting with scheduling and drafting of social media posts
- Responding to communication via email, SMS and social media messages
- Helping to draft and review copy for email and other communications
- Preparing data for internal and external teams
- To deliver exceptional supporter care to all Bliss supporters

- To ensure the supporter database is accurate and up to date, as well as following all relevant financial processes to ensure income is recorded accurately
- Help maintain relevant Community & Events webpages and forms.
- To work collaboratively across Bliss with other teams, both within the Fundraising Department and across the wider organisation
- Contribute ideas towards team planning and strategies, as well as the wider department and organisational strategy when relevant
- To carry out any other duties as may be reasonably required

Person Specification

Qualities

- Ability to work on own initiative
- An interest in learning more about fundraising
- Excellent organisational skills, with the ability to manage multiple tasks
- Flexibility and willingness to work as part of a team

Knowledge

- An interest and understanding of social media, in particular Facebook and Instagram

Skills and Experience

- Excellent attention to detail
- Excellent verbal and written communication skills
- Able to identify potential problems and pro-actively address them

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.

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

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

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 2025 we asked staff about working for Bliss. **100% of staff said they are treated with fairness and respect at Bliss. 100% 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 are an equal opportunities employer and take pride in our collaborative and inclusive work culture. We understand that we all have different priorities at home and we therefore aim to offer a mix of financial and non-financial benefits.

Our **benefits** include financial, health & wellbeing, lifestyle and career development options:

- 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.

Bliss is a London [Living Wage employer](#) and is signed up to the [Show the Salary pledge](#).

Accessibility Statement

Bliss is committed to recruiting employees who reflect the diverse community we serve. 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.

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.