

Job description

Title:	Fundraising Assistant (Maternity Cover)
Organisation:	Bliss, the premature or sick baby charity
Location:	Hybrid (with minimum 2 days in Bliss Head Office, London SE1)
Salary:	£24,000 FTE
Terms:	30-35 hours a week, 1 year fixed contract (maternity cover) Regular evening/weekend work (from home) at certain times during the year

Role description

Main purpose of the role

Our fundraisers inspire us every day with their passion for supporting Bliss. Whether it's a skydive, bake sale, marathon or trek we want to make sure each and every one of our fundraisers has a great experience when supporting our charity. We aim to give the best possible supporter care and we need your help to do this.

You will be assisting the Community and Events team in our activities and helping to support our fundraisers every step of the way. Part of your time will also be spent assisting the Corporate Partnerships team.

About the team and department

This role sits within the Community and Events team. We are a team of 6 fundraisers passionate about events and supporter care. The team are part of the Fundraising department which also includes Individual Giving, Corporate Partnerships and Trusts.

Reporting structure

Reporting to the Senior Community and Events Officer

Key responsibilities

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)

Supporting the Community & Events team

- Acknowledging enquires from our supporters in a helpful and informative way, providing first-class stewardship to maximise their fundraising
- Ensuring supporters are thanked quickly and accurately
- Attending our in-person events, assisting with on the day activities

- Processing data quickly, accurately and confidentially including creating and maintaining records on our database, Raiser's Edge
- Regularly running income reports from third party sites such as Justgiving

Supporting with corporate partnerships and small trusts

- Acknowledge donations in a timely manner
- Responding to queries, and identifying higher-value prospects for further fundraising opportunities

Person Specification

Qualities

- Excellent written and verbal communicator
- Able to communicate with empathy
- Excellent administrator
- Ability to quickly pick up new skills
- Ability to work on a variety of tasks and in a busy environment
- Adaptable and able to work with a number of teams
- Self-confident, reliable and enthusiastic
- Great attention to detail
- Passionate about delivering high quality supporter care

Knowledge

- Understanding of the principles of fundraising and supporter care

Skills and Experience

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

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' Equal Opportunities and Diversity Policies 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

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. 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 two days per week but can choose to work wherever they like for the rest of their hours. Staff are supported to work even more flexibly over the summer and are also able to choose two weeks per year when they work fully remotely, if they would like to.

We are an equal opportunities employer and take pride in our **inclusive** work culture. We are committed to being inclusive in our recruitment practices and in our ways of working to ensure we recruit and retain a diverse workforce. 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 are determined to become even more inclusive and diverse in the future.

Our staff truly embody our **values** of being supportive, trusted and ambitious. In 2023 we asked staff what makes Bliss unique to work for, and staff said: *"the supportive culture, people care about their work and genuinely want to do their best" and "we seem to have a great skill in employing lovely ambitious people. I think it's rare to work somewhere with such a friendly and supportive culture where people genuinely care and go out of their way to collaborate and to support one another"*. **95% of staff said that Bliss was a good place to work and 95% said Bliss has an inclusive environment where all staff are welcomed, valued, and respected.**

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, tax-efficient season ticket and 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.

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

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.

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
- On-site parking space for anyone with a Blue Badge
- 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.