

Fundraising Assistant - Job Description

Hours:	Part-time: 15 hours per week (equivalent of 2 days per week, however, there is flexibility in how these hours could be allocated across a week e.g. x4 half-days or another variation)
Contract:	Fixed-term: 12 months
Salary:	£25,000 - £29,000 FTE per annum (dependent on skills and experience), this will be pro-rata to part-time working
Location:	- Hybrid: UP London Head Office (team anchor days, meetings and events) and remote working. - Travel across London as required.
Manager:	Director of Fundraising and Engagement

Who we are

Our Purpose

Unlocking Potential is the charity that supports schools and communities to ensure no child or family struggles alone with their social, emotional and mental health needs. We provide flexible, over-time, multi-disciplinary therapeutic support that meets children and families where they are, and enables them to feel safe, understood and the best version of themselves.

Our Vision

Everyone feels supported, equipped and able to achieve their potential.

Our Mission

Our mission is to provide tailored therapeutic support to more children, while training the practitioners of the future to build holistic, resilient social systems that equip children and their families with the confidence, tools, and skills to thrive at school and within their communities.

Our Values

Individual
 Everything we do is about the individual and what is right for them – no two children, families or schools are the same.

Innovative
 We look for new solutions, evolving our thinking and approach – ensuring the use of bold, co-designed practice.

Collaborative
 We choose to work with others to find the best solutions – we are stronger together.

Find out more about us here: www.up.org.uk

About the role

This is an exciting time in our charity's journey! Our new strategy focuses on growth and long-term sustainability, with ambitious plans to extend our reach and impact nationally and to expand and diversify our services. Our long-term ambition for the future is a transformed landscape of multi-disciplinary therapeutic support in schools, with UP acknowledged and recognised as a thought-leader, innovator, preferred collaborator and convener.

We are entering a period of significant growth and change driven by our new strategy, and our newly expanded and aligned Fundraising and Engagement team will play a central role in enabling this next chapter - fuelling innovation, increasing our profile and reach, strengthening our resources, and deepening our impact.

The Fundraising Assistant is a varied and rewarding role, an opportunity to contribute to a charity at a critical and transformative stage in its development, providing vital support across a range of income generation and engagement activity.

The role will suit someone with excellent attention to detail and communication skills, and the ability to manage multiple tasks and deadlines effectively. Our ideal candidate will enjoy working collaboratively as part of a busy and ambitious team and have a willingness to develop and grow their fundraising skills and knowledge.

Whilst previous fundraising experience would be advantageous, it is not essential. We welcome applications both from individuals who already have relevant fundraising or charity sector experience, and from those genuinely looking to begin a career in fundraising, demonstrating a strong interest in the profession and an understanding of the important role fundraising plays in enabling charities to achieve their mission.

Key Responsibilities

Fundraising

- Provide effective administration and support across the fundraising team, ensuring effective systems, processes and record keeping - including e.g. maintaining accurate records, updating Raisers Edge database, income coding and monitoring and preparing documents.
- Support prospect research and the development of a prospect pipeline, identify funding opportunities, working with colleagues to qualify opportunities and maintain accurate records including key dates.
- Work with colleagues to ensure that all fundraising pipeline documents are accurate and regularly updated.

- Support an effective reporting cycle by maintaining a calendar of reporting deadlines, keeping accurate records and ensuring relevant deadlines and information is shared with colleagues.
- Carry out a range of support tasks, such as writing donor communications and gift stewardship.
- Work to ensure all fundraising engagement activity is compliant with all relevant legislation and fundraising best practice, including GDPR, PECR, the Fundraising Regulator Code of Practice, ICO guidance and HMRC.

Engagement – supporter engagement and stewardship

- Work with the Communications, Marketing and Engagement Officer to co-ordinate the development of compelling materials suitable for use with prospects and donors, reflecting our ambition and showcasing the importance of our work.
- Work with colleagues to co-ordinate the development of case studies, and other collateral needed, e.g. for effective reporting and events.
- Work alongside colleagues to ensure that our supporters receive the highest level of support and feel truly valued.
- Provide support for donor, funder and supporter events e.g. co-ordinating and managing invitation lists, supporting event planning and logistics, and attending events as required.

General

- Undertake any other duties compatible with the level and nature of the post as reasonably required by the Director of Fundraising and Engagement.
- Bring an entrepreneurial and creative approach to fundraising and engagement activities, so that we can take advantage of opportunities when they arise.
- Attend and support wider charity team meetings, all staff events and training days.
- Work effectively as part of the wider charity team, developing positive relationships and working collaboratively. Contribute to a collaborative, inclusive and values-driven culture.
- Adhere to UP's policies and procedures at all times, incl. contributing to GDPR/Data Protection compliance. and upholding effective safeguarding practice.
- Undertake CPD and keep up to date with best practice knowledge.

Person Specification

Qualifications	• GCSE (or equivalent) in English and Maths • Relevant CPD / qualifications (desirable)
Knowledge	• Understanding of fundraising and the important role it plays in charities • Understanding of the importance of excellent supporter/customer service

	• Understanding of data protection and confidentiality requirements
Experience	• Working in a charity / not-for-profit setting (desirable) • Proven track record of successfully working in a relevant administrative support role with a varied workload, running different processes and undertaking a range of duties • Experience of working to deadlines and managing multiple priorities • Experience of maintaining accurate records and databases, and using a CRM database (Salesforce/Raiser's Edge desirable) • Experience of handling enquiries by telephone, email and correspondence • Experience of organising meetings, events, and activities • Supporting fundraising activity (desirable) • Experience processing donations and Gift Aid claims (desirable) • Experience supporting communications for supporters, volunteers, and donors (desirable)
Skills & Abilities	• Excellent written and verbal communication skills • Good numeracy skills and ability to handle financial information accurately • Excellent IT skills, including Microsoft Office packages (particularly Outlook, Word, Excel, and Teams) • Competent in data entry and database management, confident using digital systems and learning new software. • Competent research skills • Effective organisation and time management skills - ability to prioritise workload effectively • Excellent attention to detail and high levels of accuracy • Ability to maintain accurate supporter and donor records. • Strong interpersonal skills with the ability to build positive relationships. • Ability to work as part of a team, and autonomously with the right support
Qualities and Attributes	• Dependable and great work ethic • Enthusiastic, positive and professional attitude, with a supportive and approachable manner • Flexible and collaborative approach, willing to support different activities • Solutions-focused, proactive and resourceful with plenty of initiative • Reliable, trustworthy, and discreet when handling sensitive information • Strong customer-service mindset • Reflective and learns from past experiences, able to give and receive effective feedback, and able to improve personal performance
Child Protection / Safeguarding	• Knowledge and understanding of safeguarding, the ability to respond appropriately to any safeguarding concerns and to contribute to the continual improvement of safeguarding best practice at UP (desirable)
General	• Commitment to the mission, vision and values of the charity and a desire to play a role in transforming provision for marginalised children and their families • Commitment to equality, diversity, inclusion and belonging (EDIB)

This job description outlines the main purpose and responsibilities of the role. As a growing charity, priorities may evolve over time, and the role may develop accordingly. The post holder will therefore be expected to undertake other reasonable duties that are consistent with the level and purpose of the role.

Important Information

- **Safeguarding:** We are committed to safeguarding and promoting the welfare of children and young people and expect all those who work with us to share this commitment. It's a criminal offence for a person to apply to work with a group from which they have been barred from working. We follow safer recruitment practices in line with KCSIE including (but not limited to): online checks at interview stage, an Enhanced Disclosure and Barring Service check, satisfactory references, a medical check, proof of qualifications and right to work in the UK
- **Equality, Diversity, Inclusion and Belonging:** Our children and families and staff come from a wide range of backgrounds, and we value the unique contribution that each individual can bring to UP. We have a diverse and inclusive team, and we strongly believe that this is vital to our work. We welcome applications from all sectors of the community, and we do not discriminate against any applicants on the basis of any protected characteristics. We ensure that candidates and employees are treated solely on the basis of their merits, abilities and potential
- For further information, or if you require any reasonable adjustments at any stage of the application process, please contact: hr@up.org.uk
- Candidate data is processed in line with UP's privacy notice and Data Protection Policy
- We understand that AI tools are increasingly used in everyday life, including using them to refine CVs, personal statements, and support interview preparation. While we appreciate the responsible use of AI, it's important that any information you submit as part of your application accurately reflects your own skills, experience and perspective. The use of AI will not be permitted during the interview and any associated task process itself