

Job description

Title:	Fundraising Assistant
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).

Role description

Main purpose of the role

Every gift to Bliss, from a £20 donation made through our website to a grant from a family trust or a six-figure corporate partnership, needs to be recorded accurately, thanked properly and stewarded well. This role makes that happen.

The Fundraising Assistant provides administrative, research and supporter care support across three areas of the Fundraising department: Fundraising Operations and Data, Trusts and Foundations, and Partnerships and Philanthropy. You will keep our supporter data clean and reliable, help build the pipeline of trusts and corporate prospects we approach, and make sure the people and organisations who fund our work hear from us quickly and personally.

It is a broad, varied role and a strong step into fundraising for someone who wants to understand how income is generated, processed and grown across a charity, with the chance to develop specialist skills in whichever area interests you most.

About the team and department

The Fundraising department 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.

The department is made up of the Individual Giving Team, the Community and Events Team, Partnerships, Trusts and Foundations, and the Fundraising Operations Team. This role works directly with the Fundraising Operations, Trusts and Foundations, and Partnerships and Philanthropy teams.

Reporting structure

Reporting to the Partnerships and Philanthropy (P&P) Manager.

Day-to-day tasks are allocated across the three teams through an agreed prioritisation process, coordinated by the line manager, so that workload is balanced and deadlines across the teams are managed together.

Key responsibilities

Fundraising operations and data

- Process the twice-monthly website donation import, ensuring all donations are coded correctly using Importacular and Raiser's Edge.
- Complete weekly Data Team tasks, including bulk uploading Constituent IDs into JustGiving and running the Post Donate Button process in GivePanel.

- Monitor the Fundraising Operations inbox, responding to supporter queries and processing Giving cancellations and amendments.
- Carry out routine data cleansing to keep supporter data accurate and up to date, including regular merging of duplicate records.
- Support Supporter Care by identifying larger donations and sending prompt, personalised thank you messages.
- Support ad hoc Data Team projects as needed, such as contacting supporters to obtain valid Gift Aid declarations.

Trusts and foundations

- Research the small trusts pipeline, identifying funding priorities, application deadlines, trustee meeting dates and application formats, and applying this research to maintain an accurate and current pipeline.
- Support the Trusts and Foundations Programme Lead in preparing applications and annual updates to small trusts.
- Issue receipts for grants promptly and thank trusts and foundations in a way that builds longer-term support and engagement.
- Support the Project Manager to deliver the Big Give Christmas Challenge campaign, including scheduling project team meetings, preparing and maintaining planning documents, sourcing case studies, drafting marketing communications, and working with the communications team to schedule marketing activity.

Partnerships and philanthropy

- Act as a first point of contact for incoming corporate and donor enquiries, responding promptly and routing them to the right colleague.
- Ensure all partnership and major gift income is thanked accurately and within agreed timescales, tailoring acknowledgements to the supporter.
- Support prospect research across the corporate and major donor pipelines, using online sources and sector tools to build profiles and identify new opportunities.
- Maintain accurate partnership and donor records on Raiser's Edge, including income tracking, contact reports, actions and pipeline updates.
- Support the preparation of proposals, pitch materials, partnership reports and donor updates, gathering content from programme, impact and communications colleagues.
- Coordinate stewardship activity including mailings, supporter resources, partner newsletters and social content, working with the communications team on scheduling.
- Provide logistical support for partner and donor events, cultivation activity and employee volunteering, including invitations, venue liaison, attendance tracking and follow-up.
- Support due diligence checks on prospective corporate partners and donors in line with Bliss' ethical acceptance policy.
- Assist with invoicing, gift processing and reconciliation alongside the finance team, ensuring partnership income is recorded correctly.

Community and Events

- Moderation of our Facebook groups.
- Monitoring the events inbox and responding to supporter queries.
- Sending out fundraising materials to C&E fundraisers.
- Ensuring supporters are thanked quickly and accurately.
- Attending and helping at events such as the London Marathon, London Landmarks Half Marathon and Little Lights.

Cross-team and general

- Work collaboratively across Bliss with other teams, both within the Fundraising department and across the wider organisation.
- Support the Project Manager to deliver the Big Give Christmas Challenge campaign, including scheduling project team meetings, preparing and maintaining planning documents, sourcing case studies, drafting marketing communications, and working with the communications team to schedule marketing activity.
- Follow all relevant financial processes to ensure income is recorded accurately.
- Process data quickly, accurately and confidentially, including creating and maintaining records on our database, Raiser's Edge.
- Input into team planning and strategy where relevant.
- Carry out any other duties as may be reasonably required.

Person Specification

Qualities

- Able to work across multiple teams and adapt quickly to new environments, tasks and challenges.
- Excellent administration skills, with strong attention to detail and the ability to manage multiple tasks in a fast-paced setting.
- Methodical and accurate, with the discipline to follow processes consistently.
- Skilled in time management and prioritising workloads, and comfortable negotiating competing deadlines across teams.
- Excellent written communication skills, with the ability to write clearly and with empathy for a range of audiences.
- Curious and resourceful, with an interest in research and finding information.
- Proactive and enthusiastic, with a strong commitment to the aims and objectives of Bliss.

Knowledge

- Good understanding of the principles of fundraising and effective supporter care.
- An understanding of how fundraising data supports income generation and supporter relationships.

Skills and Experience

- Experience of working with databases, ideally Raiser's Edge or a comparable CRM.
- Good IT skills, particularly Word, Excel and Outlook.
- Experience of working in a busy environment and managing a variety of tasks.
- Experience of delivering high-quality supporter care or customer care.
- Experience of research, information gathering or desk-based analysis (in any setting).
- Confident writing accurate, compelling copy such as thank you letters, updates or short proposals.
- Comfortable working with numbers and financial information, and spotting errors and inconsistencies.
- Experience of supporting fundraising or marketing campaigns within a charity is desirable.

Special conditions

- Able to demonstrate commitment to the aims and objectives of Bliss.
- Willingness to undertake further training as and when required.
- Occasional evening or weekend work may be required to support partner or donor events and to moderate virtual fundraising challenges.

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 Chartered 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.