

THE SPITALFIELDS CRYPT TRUST
JOB DESCRIPTION

Post Title	Fundraising Assistant
Responsible to	Fundraising Manager
Purpose of post	To support fundraising stewardship and provide administrative support to the Fundraising, Marketing and Communications team.
Salary	£24,324 pa FTE
Additional benefits	BUPA Employee Assistance Programme BUPA Wellbeing plan Cycle to work scheme Season ticket loan 25 days annual leave (rising to 30 with length of service) plus bank holidays (pro rata on basis of 35 pw full time equivalent) Contributory Pension Scheme with employer contributions of 5% Training and development opportunities
Hours	21 hours per week
Location	SCT's Head Office and sites in East London

INTRODUCTION

Spitalfields Crypt Trust (SCT) is an East London charity embedded in the local community, providing practical help, support and training to people affected by homelessness or suffering from addiction. We are passionate about the people and communities we support and embrace creative, innovative and inclusive ways of working that build on our collective strengths. We provide a Recovery Hub (including an abstinence-based residential recovery facility, an addictions counselling programme and a Training & Development Programme), supported houses, a Housing First service, community support, charity shops and two social enterprises supporting people in recovery from addictions to rebuild their lives. Our integrative approach is based on the concept of 'Recovery Capital', a whole-person approach taking into account physical, cultural, social, human and spiritual factors and assets.

With a **new corporate strategy** and ambitious plans to develop a new brand, new services, and a new innovative approach to charity retail and building links with the community, it's an exciting time to join SCT.

You will be joining a Fundraising, Marketing and Communication team that is committed to working collaboratively, and sharing knowledge, ideas and skills, to create a **supportive culture**. This is something we are proud of and believe is at the heart of our success.

We seek to recruit people with a good combination of **talent, skills and potential, promoting equality for all**, and welcome applications from a wide range of candidates. We select candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of SCT.

Role and responsibilities

The Fundraising Assistant carries out a range of administrative duties to help ensure we build excellent relationships with fundraisers and donors, keep timely and accurate records, including financial records.

Key duties include:

- Responding to enquiries from fundraisers and supporters via email, telephone and post, ensuring supporters receive a high standard of customer service and questions are answered in timely manner.
- Supporting fundraising stewardship by ensuring supporters are thanked and key events such as birthdays or anniversaries are acknowledged.
- Managing SCT's fundraising and online payment platforms, such as Just Giving and Go Cardless, creating reports and reconciling information on those reports with our database and our income tracker.
- Keeping financial records up to date, including completing a monthly income tracker and ensuring donor records are updated on our database.
- Ensuring records on our database are accurate, including mailing preferences are up to date, procedures are followed, and information is recorded correctly.
- Support the delivery of fundraising and other events including our annual Art Exhibition, Big Sleep Out and other owned events.
- Ensuring our grant and trust fundraising records are up to date.
- Providing support for mailings and tasks such as sending t-shirts to fundraisers.
- Managing the fundraising and communications inbox, ensuring questions are directed to the relevant member of staff.
- Managing bookings for challenge event places, ensuring timely and accurate record keeping on our Run for Charity online platform.
- Supporting all fundraising activity and represent the charity at internal and external events which could include attending third party events, mass participation and charity-owned events.
- Supporting the Digital Communications Manager in producing basic marketing materials in-house.
- Supporting the distribution of marketing materials to SCT shops, visiting shops, talking to staff and putting up displays.
- Undertake such other reasonable duties that may be required from time to time.

Person Specification

	Essential	Desirable
Skills and Knowledge	<ul style="list-style-type: none"> • Excellent interpersonal and teamwork skills, including when working remotely • Strong written and verbal communication skills, including the ability to succinctly articulate the aims and objectives of SCT • Excellent IT skills including Microsoft Word, Excel, Outlook and PowerPoint • Ability to quickly learn how to use database systems • Ability to prioritise and work to multiple deadlines • Excellent proof-reading skills and attention to detail • Experience of keeping accurate financial records. 	
Experience	<ul style="list-style-type: none"> • Minimum of one year's experience in an administration or customer service role. • Proven recent track record of accurate record keeping. • Experience of using a CRM or database • Experience in the use of online systems, such as payment systems. • Experience of creating reports and using Microsoft excel. 	<ul style="list-style-type: none"> • Experience of supporting a wide range of customers and providing an excellent standard of customer services.
Approach	<ul style="list-style-type: none"> • Commitment to SCT's values and objectives including understanding of the challenges for people suffering from addiction problems and homelessness 	