



JOB DESCRIPTION

FUNDRAISING ASSISTANT

Thank you for your interest in joining UHCW Charity.

Every day, our NHS colleagues at University Hospitals Coventry and Warwickshire NHS Trust provide outstanding care to hundreds of patients and families. As the official Charity for the Trust, our role is to go further - helping to fund the extras that make a real difference: improving environments, supporting staff wellbeing, investing in cutting edge equipment, and enabling projects and experiences that can transform someone's time in hospital.

We're proud of the support we receive from our local communities across Coventry and Warwickshire. That generosity is built on relationships - listening, responding well, showing the impact of every gift, and making it easy and meaningful for people to support the areas they care about most.

You will provide hands-on support across all areas of fundraising and the wider work of UHCW Charity, coordinating logistics, delivering excellent supporter stewardship, recruiting and organising volunteers, and maintaining accurate CRM records. In everything you do, you will reflect our Charity values: being respectful, supportive, ambitious, transparent and collaborative, ensuring a positive supporter experience and smooth delivery of fundraising activity.

Reports to: Fundraising and Events Lead	Location: UHCW Charity, Main Reception, Coventry, CV2 2DX
Hours: 37.5 per week	Salary Range: £23,000 - £27,000 (depending on experience)

About UHCW Charity

At some point in our lives, we or someone we love will inevitably need hospital care. Whether it's a child, a parent, a friend, or even ourselves, University Hospitals Coventry and Warwickshire (UHCW) NHS Trust is here for everyone - providing life-saving treatment and compassionate care to over a million people each year, when it matters most.

UHCW Charity is the official charity for UHCW NHS Trust, dedicated to enhancing patient care and hospital facilities beyond what the NHS alone can provide. From funding cutting-edge surgical robots that save lives, pioneering research into new treatments and breakthroughs, to creating warm, welcoming spaces where patients and families feel at ease, we're here to make every moment in hospital that little bit better.

Main Purpose of Job

The Fundraising Assistant will provide high-quality administrative and operational support across all areas of fundraising and the wider work of UHCW Charity. This role plays an essential part in ensuring the smooth day-to-day running of the charity. The postholder will support event preparation, stewardship activity, prospect research, CRM management, materials coordination and general charity administration, while also assisting other areas of the charity as required.

Working closely with the wider team, the Fundraising Assistant plays a key role in maintaining strong systems, accurate data and responsive supporter engagement, contributing to income growth and the overall effectiveness of the charity.

Principal Objectives

- **Provide consistent administrative** and operational support across all fundraising activity.
- **Support the coordination** of events, campaigns and fundraising initiatives.
- **Ensure supporter enquiries and registrations** are handled promptly and professionally.
- **Maintain accurate, compliant and up-to-date records** on the charity's CRM, Beacon.
- **Contribute to a positive supporter experience** through efficient processes and timely stewardship.
- **Assist with wider charity operations** and hub activity as required.

Duties and Responsibilities

Fundraising and Operational Support:

- **Support the delivery of all fundraising activity**, including community events, corporate support, individual giving and capital campaigns.
- **Assist with fundraising preparation**, including registrations, participant communication, materials and logistics.
- **Prepare fundraising packs and resources** for supporters undertaking "In Aid Of" activity.
- **Conduct basic prospect research** to support fundraising opportunities, including Trusts and Foundations, major donors, community groups, and other supporters.
- **Support internal NHS Trust fundraising** initiatives by coordinating materials and communications.
- **Provide administrative support** for charity-led events and third-party fundraising activity.
- **Assist with coordinating** thank-you communications, certificates and impact updates.
- **Respond to general fundraising enquiries** and direct queries appropriately.
- **Support social media** content preparation and basic fundraising communications where required.
- **Help gather supporter stories** and content to support marketing and engagement activity.
- **Assist with the recruitment of volunteers**, including providing support.

CRM, Data and Compliance:

- **Maintain accurate and timely records** of supporter interactions, donations and fundraising activity on Beacon CRM.
- **Support income processing, reconciliation and basic reporting.**
- **Assist in monitoring** event registrations, participation and supporter journeys.
- **Ensure compliance with** GDPR, the Code of Fundraising Practice and internal data processes.

Other:

- **Represent UHCW Charity professionally** at events, presentations and community opportunities, ensuring a warm, inclusive and values-led approach.
- **A willingness to travel and work flexibly** in line with supporter requirements - flexible working hours are essential for this role, with some evening and weekend working required. TOIL (Time off in Lieu) will be given.
- **To undertake any other duties** as required for the effective operation of UHCW Charity.

Person Specification: Qualifications, experience and skill levels

Requirement	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent • Full UK Driving Licence and access to a vehicle insured for business use 	<ul style="list-style-type: none"> • Fundraising, marketing, or event-related qualification
Experience	<ul style="list-style-type: none"> • Experience in an administrative, customer service or support role 	<ul style="list-style-type: none"> • Experience in a charity, NHS or fundraising environment • Experience delivering events or campaigns • Experience using a CRM/database to record supporter information
Knowledge and skills	<ul style="list-style-type: none"> • Strong interpersonal and communication skills, both verbal and written • Confident public speaker, able to deliver engaging presentations • Ability to plan and prioritise workload, meet deadlines and manage multiple tasks • Good organisational skills and attention to detail • Good level of IT skills 	<ul style="list-style-type: none"> • Understanding and awareness of NHS environments and the charity sector • Knowledge of community fundraising trends and engagement strategies • Familiarity with social media platforms • Awareness of UKGDPR and fundraising regulations
Personal Attributes	<ul style="list-style-type: none"> • Friendly, proactive and enthusiastic approach • Able to work independently and as part of a team • Willingness to work flexible hours, including some evenings and weekends • Ability to handle difficult, sensitive, or emotionally distressing situations when working with families or patients of the hospital. • Commitment to the values and objectives of UHCW Charity 	
Other	<ul style="list-style-type: none"> • Willingness to undergo training as required • Willingness and able to travel across Coventry and Warwickshire for meetings and events 	<ul style="list-style-type: none"> • Knowledge of Coventry and Warwickshire communities and networks

What we offer

Annual leave

- 27 days per annum plus public holidays

Pension scheme:

- Company pension scheme with matched contributions of up to 7%

Other benefits:

- Opportunities for professional development
- Blue Light discount card
- Employee Assistance Programme

UHCW Charity is committed to equality, diversity and inclusion.

We welcome applications from all individuals regardless of age, disability, gender identity or expression, race, ethnicity, religion or belief, sex, sexual orientation, or socio-economic background. We are committed to building a team that reflects the diverse communities we support and to creating an inclusive environment where everyone feels respected, valued and able to thrive.

How to apply

To apply, please send your CV and a letter of application demonstrating how you meet the job description and person specification to daniel.obrien@uhcw.nhs.uk

If you do not meet all the requirements of the job description and person specification, but can demonstrate equivalent experience and skills, we would still like to hear from you.

We welcome conversations about the position and are happy to arrange an informal discussion if you'd like to find out more before applying.

Closing date: Wednesday 22nd April 2026

Interviews: Wednesday 29th April 2026