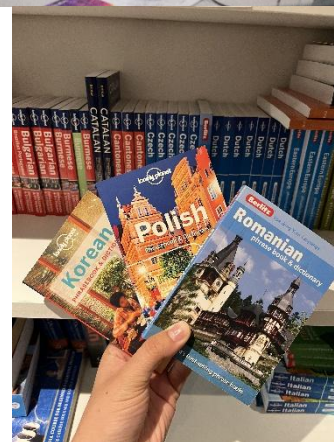
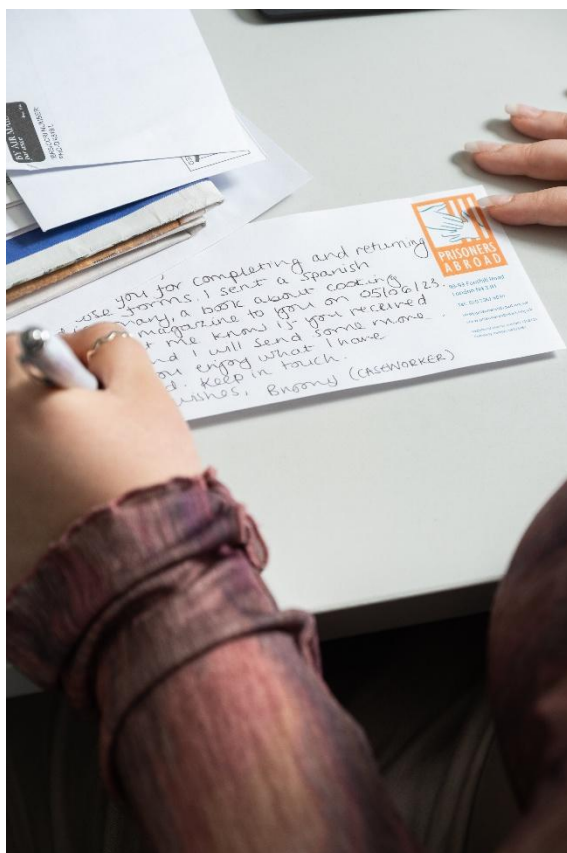


Recruitment pack

Fundraising Assistant

April 2026

Use your fundraising skills and experience to help protect the welfare and human rights of British citizens detained abroad



Welcome

I'm delighted that you're interested in finding out more about this role and about Prisoners Abroad.

Prisoners Abroad is a small but powerful organisation supporting people through some of the most isolating and traumatic experiences imaginable. Whether it's someone surviving a prison sentence overseas, returning to the UK with nothing, or a family facing the distress of having a family member imprisoned abroad, your work here will have a direct and lasting impact.

This really is a fantastic opportunity to join our fundraising and communications team in a varied role supporting our fundraising efforts to ensure an integrated approach to generating income and supporter stewardship.

You will already have 1-2 years of experience in an administrative role and therefore have gained a good feel for how a team runs and the tasks that need to be done.

With an eye for detail, experience of using a database is essential. You will be the first point of contact for supporter queries, lead on the processing and reconciliation of income, support our major donor fundraising and provide essential administrative support to the team.

Eagerness to learn, flexibility to support fundraising priorities and strong communication skills will be key qualities for the successful person.

We are a friendly team who work collaboratively across income streams and are extremely supportive of each other in an environment where no two days are the same. There are opportunities to get involved across the team and organisation depending on your interests and we invest in our staff's professional development.

This recruitment pack brings together more information about the charity, our work and this role. If you'd like to discuss anything further, we'd be happy to hear from you, so just email fundraising@prisonersabroad.org.uk to arrange a time to talk.

We hope you'll consider joining us.

Warmest wishes,



Zeta MacDonald
Deputy Chief Executive
About Prisoners Abroad

Prisoners Abroad is a unique UK-based human rights and welfare charity providing advice and support to people affected by overseas imprisonment. We help British people during their incarceration, when they return to the UK and need support to resettle and reintegrate, and we also support their family and friends throughout the trauma.

It doesn't matter to us the reasons people find themselves in need of our support– and we never judge. Our range of support makes sure they survive, mentally and physically, so that they can face the future with hope.

Our support and history

Prisoners Abroad is now in its 48th year, and with the launch of our new strategy in 2025, this is a particularly important time to join the organisation. We work with some 1,400 people in prison, 1,750 family members and 300 returnees each year. The services we provide range from grants for food and vital supplies to newspapers, magazines and books to help reduce isolation. Our resettlement support enables returnees to rebuild their lives and desist from crime after release and return to the UK.

Our excellence has been recognised over the years by being chosen as a winner of the Guardian Awards Public Service Awards; by the award of the prestigious Longford Prize; by a Metropolitan Police Commendation; shortlisted for the first Una Padel award by the Centre for Criminal Justice Studies; receiving second prize in the London Homelessness Awards and winning a highly commended award in the 2024 Robin Corbett Award for Prisoner Reintegration.

Our vision

Our vision is of a world where the health, welfare and human rights of British people in prison abroad are protected so that they and their families survive with dignity, face the future with hope and build a positive life on return to the UK.

Our people

Like every charity, Prisoners Abroad has a board of trustees (a group of unpaid voluntary non-executive directors). Trustees are responsible for overseeing the work of the charity, ensuring it is financially stable, well-run and fulfilling its charitable obligations. Our trustee board comprises of up to fifteen people from a variety of backgrounds who provide their advice and expertise to guide the staff team in managing the organisation and delivering effective services. The details of our current trustees can be found [on our website](#).

The day-to-day running is delegated to our chief executive and leadership team made up of our chief executive and heads of department, and our staff team which is made up of 27 people in total. The staff team is high performing, stable, committed to the work and dedicated to delivering the best possible support.

The benefits of working at Prisoners Abroad

The opportunity to work for an organisation that is making a positive difference to the lives of vulnerable people worldwide, a friendly and supportive culture, and working with values-driven and highly engaged colleagues are just some of the reasons we think Prisoners Abroad is a great place to work.

Our open plan offices are located a 2-minute walk from Finsbury Park tube station. In addition, we offer the following benefits:

- Competitive salary, with a generous pay policy involving increases within salary band and in line with the NJC scales.
- Annual cost-of-living increase on 1st April
- 35-hour working week with flexible working possible
- 30 days' annual leave plus bank holidays
- A day off on your birthday
- Strong commitment to staff development and training
- Generous pension scheme (6.5% employer contribution)
- Range of enhanced family leave such as up to 5 days paid dependency leave a year
- Free-to-access Employee Assistance Programme supporting mental health and wellbeing in the workplace
- Cycle to Work scheme
- Reimbursement of eye tests up to £25 a year
- Team away days and social events
- A range of teas, ground coffee and milks.

What people say about us

This is what people say they like about working at Prisoners Abroad:

- *“Prisoners Abroad is a brilliant place to work; the work is challenging, stimulating and rewarding. Everyone is here for the same reason – we all care deeply about the cause.”*
- *“The work is varied and interesting, and it is lovely to be a part of both the team and the wider organisation, as we all get along and work well together.”*
- *“I have never worked with such a passionate, caring set of colleagues – every day it is simply a joy to do this job and to know we are making a difference.”*

ROLE DESCRIPTION

POST TITLE	Fundraising Assistant
REPORTS TO	Head of Giving and Communications
DIRECT REPORTS	N/A
LOCATION	89 - 93 Fonthill Road, Finsbury Park, London, N4 (<i>hybrid working available, but a minimum of 3 days per week in the office</i>)

1. JOB PURPOSE

As Fundraising Assistant, you will play a vital role in supporting Prisoners Abroad's fundraising work. You will be at the heart of our supporter care, ensuring that everyone who contacts or donates to the organisation receives a warm, professional, and timely response.

You will support the smooth running of fundraising administration and income processing, work closely with colleagues across fundraising and finance, and help deliver a wide range of activities, from individual giving and events to major donor support. Through your work, you will help build trusted relationships with supporters and contribute directly to the organisation's ability to support British citizens detained overseas and their families.

2. MAIN AREAS OF RESPONSIBILITY

i. Supporter care & enquiries

- Act as the first point of contact for fundraising enquiries via phone and email, providing a high standard of supporter care and stewardship.
- Respond to supporter requests and queries in a timely, professional, and donor-centred way.
- Maintain accurate supporter records on the CRM, including Gift Aid declarations, communication preferences, and other relevant information, in line with data protection policies.
- Create and send personalised thank-you communications and welcome packs within agreed timescales, helping supporters feel valued and connected to our work.

ii. Income processing & reconciliation

- Process incoming donations accurately and efficiently from a range of sources, including post, online platforms, telephone payments, cheques, CAF vouchers, and Gift Aid claims.
- Create new supporter records and set up regular gifts where required.
- Act as a key contact for external donation platforms, responding to queries and resolving issues as needed.
- Monitor cancelled direct debits and standing orders and support the team to reactivate and retain supporters where possible.

- Work closely with the finance team to reconcile monthly and annual income between the CRM and finance systems, helping ensure robust and transparent reporting.

iii. Database & reporting

- Act as a key point of contact for database queries across the fundraising team.
- Maintain high standards of data accuracy and integrity, ensuring donor records are complete, up to date, and compliant.
- Run regular CRM reports, including income, supporter, and major donor reports, and support data segmentation as required.
- Update fundraising dashboards and monthly income spreadsheets, identifying and querying discrepancies where necessary.

iv. Major donors & research

- Support the Philanthropy Manager with administrative tasks in relation to major donors and prospects.
- Carry out prospect research on individuals and organisations to support major donor fundraising.
- Prepare donor briefings for meetings and support with meeting arrangements as required.
- Run monthly reports to ensure major donor records and activity are accurately recorded and kept up to date.

v. Events support

- Provide administrative and practical support for fundraising events before, during, and after delivery.
- Support invitation processes, including mail merges, guest lists, RSVPs, and follow-up communications.
- Research and draft guest biographies, prepare name badges, and organise fundraising materials.
- Attend events where required and support with setup and on-the-day coordination.

vi. General team administration

- Provide day-to-day administrative support to the fundraising team, including filing, correspondence, and ordering materials such as letterhead.
- Maintain accurate and accessible filing systems for donor correspondence and regular giving records.
- Work with service delivery colleagues to lead on our annual Christmas card scheme, drafting letters, organising data and responding to enquires as necessary.
- Provide administrative support to our legacy programme.

- Support the Deputy Chief Executive with occasional preparation for meetings including data and financials, report distribution, minute taking and room set up.

3. GENERAL/ ORGANISATIONAL DUTIES

All staff are expected to:

- Maintain appropriate confidentiality at all times and ensuring information is maintained in accordance with the General Data Protection Regulations.
- Carry out all duties with full regard to Prisoners Abroad's Equality & Diversity Policy.
- Take reasonable steps to ensure health and safety at work at all times.
- Be responsible for keeping up-to-date on current work and activity going on across the organisation and wider charitable sector.
- Participate in general office rota duties.
- Undertake any other duties as reasonably requested relevant to the role and to my skills and abilities.

4. PERSON SPECIFICATION

		<i>Essential</i>	<i>Desirable</i>
Experience	1-2 years of work experience with transferrable skills (e.g. office administration)	✓	
	Experience using relational databases, including managing data and producing reports	✓	
	Experience of working in a fundraising, charity, or supporter-facing environment (paid or voluntary)	✓	
	Strong numerical skills with the ability to accurately interpret and handle financial information	✓	
	Experience of working within a fundraising department		✓
	Experience supporting or helping to plan events		✓
Skills and abilities and personal attributes	Ability to communicate clearly and professionally with a wide range of people, both internally and externally	✓	
	Ability to produce clear, accurate written correspondence with excellent attention to detail	✓	
	Strong organisational skills, with the ability to plan ahead, manage deadlines, and prioritise a varied workload	✓	
	A collaborative and flexible approach, with willingness to support the wider team as needed	✓	

	Proactive, enthusiastic, and positive attitude, with the initiative to identify and solve problems		
Knowledge	Practical working knowledge of Microsoft Office, particularly Word, Excel, and Outlook	✓	
Other requirements	Committed to Prisoners Abroad's mission and values - demonstrates empathy and respect when working with sensitive information and lived experience and committed to our non-judgmental ethos.	✓	
	Lived experience of the criminal justice system and/or overseas imprisonment.		✓

5. TERMS AND CONDITIONS OF EMPLOYMENT

This post is offered on a permanent contract. The following conditions of service will apply:

Salary	£27,534 (Band 1, scale point 11)
Location	Finsbury Park, London N4, with the flexibility to work from home part of the week.
Annual increments	Increments of one point per annum to the maximum of the band are paid on the anniversary of start date.
Pension	6.5% of gross salary paid by Prisoners Abroad into a Personal Scheme after successful completion of the probation. Employees must contribute a minimum of 1.5%.
Holidays	30 days per annum plus public holidays and an additional day off on your birthday.
Hours of Work	35 hours per week with very occasional evening attendance at events. We expect and offer a flexible approach to fulfilling the requirement of the position.
Notice	6 weeks' notice on either side after successful completion of the probationary period.

Equity, diversity and inclusion

Prisoners Abroad is committed to equity, diversity and inclusion (EDI), supporting a fairer society through our work. The people we support are diverse individuals, and so are we.

We understand EDI through the lens and context in which Prisoners Abroad is operating. As a charity that supports people in and affected by criminal justice systems around the world, it is important to recognise that the system itself disproportionately impacts people from the global majority, given the overrepresentation of the global majority in London, UK prisons and in criminal justice systems worldwide. Global majority is a collective term that refers to people who are Black, Asian, Brown, dual-heritage, indigenous to the global south, and who have been racialised as 'ethnic minorities'. Globally, these groups currently represent approximately eighty per cent (80%) of the world's population.

For Prisoners Abroad, that means we have a particular focus on increasing the proportion of our people that are from the global majority, as well as those who have lived experience of the criminal justice system and overseas imprisonment.

When we advertise roles at the charity, we ask applicants to complete an equalities and diversity monitoring form. The form is anonymous and does not request a name. We use this data to conduct an annual analysis of people who have applied for roles at the charity.

Lived experience of the criminal justice system / Applicants with a criminal record

We believe it is important to ensure that we are reflective of the people that we serve. As well as protected characteristics such as gender, ethnicity, disability, age and sexual orientation, we consider lived experience of the criminal justice system and overseas imprisonment as part of our approach and commitment to EDI, and given we support people with lived experience of the criminal justice system, we believe this should be reflected in our workforce too.

We welcome applications from people with lived experience of the criminal justice system. In line with the [Ban the Box campaign](#), we do not require applicants to disclose their criminal record at the application stage. For most roles, we will ask about unspent convictions, although some roles will require a higher level of disclosure and an enhanced criminal record check. The job description will explain what information will be required.

To ensure we encourage applications from people with lived experience and shortlist applications purely on merit, we will only ask for criminal record information at the job offer stage, after which we will consider the relevance to the job role and make an assessment that includes considering any adjustments that can be made.

How to apply

To apply for this position, please read the above role description and person specification carefully, [complete this online application form](#) and press 'submit'. You will be shown a screen that confirms we have received your application, and on that page, you will have the opportunity to save a copy of your application (by clicking "Save my response").

MS Forms does NOT send an email confirming your submission.

We would be very grateful if you could also complete our [online equalities and diversity monitoring form](#). This is anonymous so does not request your name. The data will not be made available to the people who make the decision on who to shortlist or appoint.

The deadline for applications is **Monday 11th May at 10am**; however we will be reviewing applications as we receive them, so please apply when you are ready and you may be contacted about your application before the closing date. To ensure inclusivity, all applications received up to the closing date will be considered equally.

Interviews are scheduled for **Tuesday 19th May**. If you are unable to attend on this date, please inform us in your application and we will endeavour to accommodate shortlisted candidates' availability where possible.

If you have any questions about the application or recruitment process, or require reasonable adjustments to support you during the application process, please email jobs@prisonersabroad.org.uk

Thank you for your interest in working for Prisoners Abroad.