



Fundraising Assistant

Job Pack – September 2026





We're getting to grips with guts. Will you join us?

Thank you for your interest in joining our team at Guts UK.

Guts UK is committed to a world where **digestive conditions are better understood, better treated and everyone who lives with one gets the support they need**. Too many people are suffering or dying in silence or alone. They don't know where to turn for information or support, diagnosis takes too long for many, and treatment can often come too late.

We are the national charity for the digestive system and the only UK charity funding research into the whole digestive system. We raise vital awareness of digestive conditions and symptoms, fund life-changing research, and provide expert information and support to people when they need it most. We are informed by evidence and expertise, our community, and the patient voice.

In early 2025 we launched our new five-year strategy, and we have big ambitions for the future. We are seeking a **Fundraising Assistant** who shares our passion for helping the UK get to grips with guts; someone whose skills, expertise and dedication to our cause can help us reach and support even more people.

This is a very exciting time to be joining Guts UK. We look forward to hearing from you.

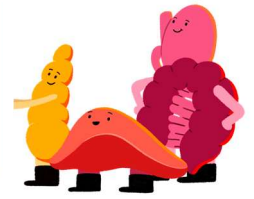


Suzanne Hudson, Chief Executive

Who is Guts UK Charity?

Guts UK is the charity for the digestive system

People are suffering. People are dying.
All because of a lack of knowledge about our guts.



Guts UK is the only charity that covers the whole digestive system. We work actively and collaboratively with other charities across the UK. However, with our own limited resources, we choose to focus particularly on the conditions that have no other specific charity or voice - conditions that are underserved, such as pancreatitis, diverticular disease, irritable bowel syndrome (IBS), childhood gut and liver disease, and digestive cancers.

Our vision is a world where digestive conditions are better understood, better treated and everyone who lives with one gets the support they need.

Our mission is to improve the lives of the millions of people affected by digestive conditions.

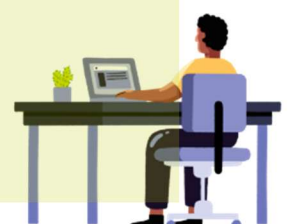
We deliver this through **three objectives**:

Providing expert information: when armed with the right information, patients can take control of their health and make informed decisions. We provide evidence-based information and guidance to patients, carers and health care professionals.



Raising public awareness: Research shows that 58% of people are embarrassed to talk about their digestive conditions or symptoms. We run campaigns and events to spread awareness and education to empower people to speak up and seek help.

Funding and driving research: We fund awards, grants, prizes and fellowships into the entire digestive system. We involve our patient panel in all our research decisions and in our work on policy, pathways and treatments, and we run Priority Setting Partnerships to ensure research is focused in the areas that will drive the most difference.



Being part of our team



Pay and progression

- We benchmark our salaries and review annually.
- We are committed to training and development for all team members and have a budget to support external training and conferences dependent on need.
- We have a performance management process which includes development planning designed to support our employees.

Location and flexible working

- We have offices in London and Huddersfield which are easily accessible by road or public transport. We support hybrid working but attendance in one of the offices is required a minimum of one day per week. If you are interested in the role and have queries about office-base requirements, please contact us to discuss.
- Home working is fully supported, and necessary adjustments can be made as needed.
- As a small national charity, it is important for us to get together in person as a team. Travel and overnight stays are required for team and other days, with expenses and travel costs met by the charity.
- As a small team, we share the responsibility of representing Guts UK at events and conferences. Again, travel and expenses will be met for authorised work activities.

Benefits and wellbeing

- We offer 27 days annual leave each year (calculated pro-rate for part-time employees), with an additional three days off at Christmas and two at Easter.
- Our Employee Assistance Programme provides mental health support, remote GP access, physio and personal training, and legal and financial support, alongside savings, discounts, wellbeing training and courses. These free services are available to you, and subject to eligibility criteria, family members.
- Income protection and a Group Personal Pension plan (5% employer contribution).
- We pride ourselves on the health and wellbeing support for our team, a few of whom live with health conditions and have agreed reasonable adjustments to support them in their roles.

Fundraising Assistant – Overview

Hours:	Full time, 37.5 hours per week
Salary:	£26,500 (inclusive of £2,000 London weighting)
Reports to:	Interim Head of Fundraising
Location:	London (NW1). We are open to flexible working arrangements but attendance in one of our offices is required one day per week.

About the role:

The fundraising assistant is the first point of contact to Guts UK for many of our supporters or donors. They record all of our donations in our fundraising database; they make sure all of our donor data is up to date; and they are often part of the early stewardship journey for our supporters.

The role holder is responsible for the accuracy and completeness of all donor information in our fundraising database including consent and marketing preferences. They are also responsible for capturing all fundraising donations in that database with the appropriate coding to help us understand where the donation came from. The role works closely with the finance team to make sure physical donations are treated properly but also to make sure the fundraising systems and finance systems always match.

The role holder will be the first point of contact for many of our supporters and the role is critical in ensuring those supporters have a smooth, professional and friendly experience. This role holder will make sure all donors get the recognition and thanks they deserve by delivering exemplary stewardship.

We have big ambitions to increase our fundraising income and this role is critical in making sure that as we grow, we have the foundations in place to keep everything running smoothly.

So, if you have a keen eye for detail and process, care about people, and are looking to start or build your career in fundraising – this could be the role for you.

Our ideal candidate will:

- Be committed to ensuring supporters get the best possible experience, feeling supported and valued throughout
- Looking to build your career in fundraising
- Have great attention to detail and pride yourself on accuracy
- Work meticulously and take the time needed to get things right and do things properly ensuring compliance with appropriate procedures
- Be a team player and happy to muck-in when / where needed
- Have an interest or connection to our cause and a real desire to help the UK to get to grips with guts!

What you can expect from this role:

You'll be part of our small and dynamic fundraising team, and also work closely with our finance team. It is a diverse role which supports our income growth through accurate income processing, good data management and strong supporter stewardship.

A significant amount of the role is focused on data management and ensuring our fundraising database is up to date and accurate. This will involve careful attention to detail, meticulous standards and the ability to really focus on the task in hand. In processing our financial donations, the role will involve translating information from excel to our fundraising database accurately and to clear deadlines.

Alongside ensuring our data is accurate, you will be spending time engaging with our supporters to welcome them, thank them and wish them luck with upcoming events. This is a great opportunity to connect with our community and get a feel for why people donate to and support Guts UK! This supporter stewardship could be on the phone, e-mail or in person at a fundraising event.

The role is diverse and varied and will expose the role holder to all the different areas of fundraising across the charity. It offers a great introduction to what it looks like to be a fundraiser and a really powerful grounding in how the data gets captured and pulled together which will be invaluable as you build a career in fundraising.

Key responsibilities:

Database administration

- Maintain our supporter database (Raiser's Edge - RE) including creating new constituents (donors) ensuring accuracy at all times
- Updating donor records where they wish to change their contact details or consent preferences, including managing mail which is returned to sender
- Working with the database consultant to create and run regular data quality reports to ensure the accuracy and integrity of the data held in the database
- Maintaining Gift Aid records on RE and ensuring new donors have declared their Gift Aid status
- Preparing and running reliable and timely reports from RE as required by the wider fundraising team to support appeals, campaigns or decision making

Income processing and reporting

- Inputting all income on to our Raiser's Edge (RE) supporter database from all sources and platforms using batch uploads to ensure income is captured efficiently and correctly
- Administration for all on-line or third-party donation platforms including downloading appropriate reports in a timely, secure manner
- Ensuring any cheques/cash that are received to the office are entered in to the RE

supporter database and working with the Finance team to ensure they are handled securely

- Processing and recording payments made over the phone and processing new direct debit requests
- Ensuring any restricted donations are logged clearly and appropriate paperwork is completed to support the donors wishes
- Working with the finance team to ensure any queries or questions about income sources or donor restrictions are resolved quickly and efficiently
- Generate regular reports for the Fundraising team to accurately show income received to help with monitoring and decision making by the wider team

Supporter engagement and communications

- Responding to supporter phone calls and e-mails, ensuring they are helped at first point of contact or pointed to the right fundraising team member
- Stewarding some of our donors to maintain relationships and ensure they continue to feel valued and engaged
- Supporting other fundraising team members with thank you letters, good luck cards and other communications to ensure our stewardship remains first-class and our fundraisers and donors know they are important to us
- Helping fulfil supporter merchandise orders or events stock as needed
- Supporting with updates to relevant content on our website to ensure supporters stay up-to-date on campaigns, appeals and other fundraising activity

Wider team support

- Attendance at fundraising events or awareness events along with other fundraising team members or volunteers as required to encourage our supporters and donors
- Ad-hoc support with project or campaign administration at the request of the Head of Fundraising or other SLT members
- Handling income post to the London office and ensuring it is allocated to the right person when not within your own area of responsibility
- Involvement in and attendance at wider team events such as Information or Awareness conferences as required

Person specification:

Knowledge, skills and experience

- A broad education with excellent communication skills
- Excellent IT skills including the use of MS office applications (Word, Excel, Outlook, PowerPoint)
- Prior experience of using a CRM database (preferably a fundraising database and ideally direct experience with Raiser's Edge)
- A proven track record and passion for delivering outstanding customer/supporter service to members of the public
- A high level of attention to detail and accuracy

- Excellent interpersonal skills, including experience working with small teams remotely and face to face
- Ability to work flexibly, be responsive to changing demands and to work collaboratively as part of a busy team
- A good team working ethos, but able to use initiative and work independently, and able to identify when to escalate issues
- Knowledge of GDPR (preferred but not mandatory)
- Previous experience working in the charity sector (preferred but not mandatory)
- Commitment to our cause at Guts UK Charity and a desire to further our work and grow the charity

Personal attributes

- Able to demonstrate creativity and share ideas while dealing efficiently with regular administration
- Calm, collected, friendly and able to deal professionally with a range of stakeholders
- Empathetic with good listening skills
- Reliable, accurate, an eye for detail, meticulously organised and efficient

Notes

- Equity, diversity and inclusion (EDI) is integral to all we do, not only for all in our Guts community, but also for our staff and volunteers. The team at Guts UK reflects and understands the experience of and the communities we serve.
- Guts UK is an equal opportunity employer. We welcome applications from people with disabilities and from minority groups.
- If you have a disability which means you are unable to meet some of the job requirements, specifically, because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.
- You must be eligible to work in the UK at the time of application. If you are invited to interview, you will be asked to bring the original documentation that proves your right to work in the UK.
- The purpose of this job description is to focus attention on the most important aspects of the jobholder's role. It is not intended to be a complete list of the duties, therefore, it is to be expected that the day-to-day performance of the job will include tasks not listed above. The list of duties for which the jobholder is responsible may reasonably be varied or added to at the discretion of the charity.

How to apply

Hopefully you are inspired to apply for this role and will join us in helping the UK to get to grips with guts. If there is anything else you want to know about the role or our charity that hasn't been covered, please email Katie Noon, Chief Operating Officer at knoon@gutscharity.org.uk.

- The closing date for applications for this role **Friday 11th September 2026**.
- All applications should be submitted online through **CharityJob**. We request a CV and a cover letter explaining your skills, experiences and what you will bring to the role. CVs will not be accepted without a cover letter.
- If you anticipate having problems using CharityJob, please contact us at **info@gutscharity.org.uk** or on 0207 486 0341. Please be aware that applications will not be accepted through alternative means without prior discussion.

Interviews will be scheduled for the **16th September 2026** in our office in London.

If you have a disability or health condition and wish to request reasonable adjustments at any stage of the recruitment process, please contact **info@gutscharity.org.uk**.