Bowel Cancer UK
Beating bowel cancer together

# Job description

## Individual Giving Assistant

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| **Reporting to:** | **Senior Individual Giving and Legacy Officer** |
| **Staff responsibility:** | N/A |
| **Salary:** | £26,204 starting per annum plus £2000 London weighting if applicable (home address within M25 perimeter/regardless of how often travel is required into the office).<br><br>We offer a competitive package and are open to discussing compensation based on experience.<br><br>Contributory pension scheme and benefits package. |
| **Location:** | Hybrid with the requirement to be in the Kennington office three days per week |
| **Enrolment Type:** | Permanent |
| **Holiday entitlement:** | 27 days, plus three discretionary days between Christmas and New Year and statutory holidays. |
| **Terms and conditions:** | Full time, 35 hours a week.<br><br>The post holder may be required to work some evenings and weekends. Time off in Lieu will be given in line with the charity's policy. |

## About Bowel Cancer UK

Bowel Cancer UK is the UK's leading bowel cancer charity. We're determined to save lives and improve the quality of life of everyone affected by bowel cancer. We support and fund targeted research, provide expert information and support to patients and their families, educate the public and professionals about the disease and campaign for early diagnosis and access to best treatment and care.

We currently have employees working across four nations in England, Wales, Scotland and Northern Ireland.

Thanks to the generosity of our community, we're in a privileged position to be able to deliver our ambitious new strategy, *On a Mission*. There are huge challenges facing bowel cancer patients across the UK and our community needs us now more than ever. We're building a strong and united team to bring us closer to a world where nobody dies of bowel cancer.

## Job summary

The Individual Giving (IG) Assistant is key to the smooth running of the Mass Supporter Giving program - which raises more than £5million each year to help people affected by bowel cancer. The IG Assistant will work closely with every person in the team to provide effective and efficient administrative support and ensure our supporters receive an excellent experience. The role works closely with colleagues in Data Operations, as well as external agency partners including fulfilment houses and print suppliers.

The right candidate will have excellent attention to detail and enjoy working through processes. We're also looking for someone who loves building relationships and working as part of a busy, passionate and thriving team. You'll be able to manage a busy workload which depends on meeting deadlines, and be a team player with excellent communication and people skills. Above all you'll have a real desire to make a difference to the lives of people affected by bowel cancer.

## Main responsibilities

- Accurately allocate income to the correct financial codes on behalf of Mass Supporter Giving, so that the Finance team are able to account for income correctly.
- Manage the stock levels for our fundraising materials and merchandise, reporting to managers so that items can be reordered when needed.
- Add new supporters to our database, capturing all the necessary data efficiently and accurately (including gift aid status and marketing consent).
- Add supporters to relevant email journeys to ensure an ongoing relationship.
- Maintain accurate records of all supporter interactions on the charity's database (Raisers Edge).
- Send out orders placed on our online shop as well as items requested by fundraisers
- Support the Senior IG and Legacy Officer in planning and delivering fundraising campaigns such as our cash appeals and supporter newsletters.
- Support with any ad-hoc administrative tasks.
- Reconcile expenditure for the team.

## Other duties

- Help any office volunteers to carry out administrative or fulfilment duties.
- Ensure conformance with current and evolving fundraising regulation and guidance.
- Undertake any other duties as required by the Senior Individual Giving and Legacy Officer, Individual Giving and Legacy Manager, Community Fundraising Manager, Events Manager and Head of Mass Supporter Giving.

## Person specification

### Qualifications and experience

- Experience of using CRM fundraising databases, preferably Raiser's Edge NXT (desirable).
- Experience of working within a fundraising or financial environment (desirable).

### Knowledge, skills and abilities

- Knowledge of all Microsoft packages including Word, Excel, Teams and Outlook.
- Ability to work under pressure, manage time effectively and be able to prioritise workload.

- Excellent attention to detail and methodical approach to tasks.
- Ability to work collaboratively with colleagues from across the charity and contribute ideas to team planning and discussion sessions.
- Excellent verbal and written communication skills with the ability to adapt style appropriately and deal with supporters or external stakeholders at all levels.
- Knowledge of Gift Aid and GDPR guidance (desirable).

**Personal qualities**

- Self-sufficient and happy to initiate, implement and complete tasks with minimal supervision.
- Understanding of and commitment to the values, aims and objectives of the charity.
- A commitment to equal opportunities and anti-discriminatory practice.

## Working with volunteers

- Work collaboratively with volunteers to support the delivery of charity projects and activities.
- Understand the valuable role volunteers and those with lived experience make to our cause.
- Help create a positive and inclusive environment for our volunteers whilst encouraging a positive volunteering culture and ethos within the charity.

## Safeguarding:

Safeguarding is everyone's responsibility and at Bowel Cancer UK we are committed to safeguarding children, young people and vulnerable adults and we expect all staff and volunteers to share this commitment.

Successful candidates may be subject to either a satisfactory, basic or enhanced disclosure from the Disclosure and Barring Service (DBS - UK), (PVG – Scotland) or Access (NI) dependent upon the role. There is no cost to you and will be processed on your behalf.

# Our Values at Bowel Cancer UK:

We live by five core values that guide everything we do. They're not just words—they shape our culture, our decisions, and the way we support our community.

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## Caring – Patient and Community Focused

**We put people first**

- We listen and respond to the needs of patients and families
- We make a positive, lasting difference to lives
- We work with compassion and empathy every day

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## Ambitious – Determined to Make Change

**We aim high because lives depend on it**

- We set bold goals and strive to exceed then
- We embrace challenges and find innovative solutions
- We never stop learning and growing

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## Supportive – Compassionate and Human

**We care about each other and our community**

- We treat everyone with respect and kindness
- We create an environment where people feel valued and included
- We celebrate teamwork and collaboration

## Expert – Evidence-Based and Trusted

**We lead with knowledge and integrity**

- We base our work on research and best practice
- We stay ahead of developments in bowel cancer care
- We share expertise to empower others

## Open – Welcoming and Inclusive

**We believe diversity makes us stronger**

- We welcome different perspectives and ideas
- We ensure fairness and transparency in all we do
- We create a space where everyone can be their authentic self