

Job title:	Fundraising Assistant
Responsible to:	Director of Fundraising
Line management:	No direct reports
Salary:	c£26,000 per annum depending on skills and experience
Hours of work:	37 hours per week.
Contract type:	Permanent
Location:	Hybrid (Horsforth, Leeds)
Probation period:	6 Months

Main Purpose of the Role

The Fundraising Assistant role will contribute to a high-performing fundraising team by providing exceptional supporter care as the first point of contact for supporter enquiries. The role will provide essential administrative and operational support across fundraising, events and volunteering, whilst maintaining accurate and up-to-date records.

Key Responsibilities

Supporter Care

- Have a professional and friendly approach and be the first point of contact for all fundraising enquiries via telephone, post and our Fundraising and Supporter Care email inboxes.
- Develop excellent and long-term relationships with current and potential supporters by responding to them in a friendly and timely manner, recognising, and conveying potential opportunities to the relevant team.
- Maintain and improve supporter care processes and maintain up-to-date procedures.
- Provide admin support to deliver the supporter journey programme, which will enable us to provide excellent supporter care to maximise lifetime value.
- Send fundraising materials (including T-shirts, information packs, etc.) either directly or via our fulfilment house to supporters raising money for BCRT.
- Process all donations and prepare acknowledgment receipts, thank you letters and certificates to support Special Funds, Community, Events, and Individual Giving fundraising.
- Recognise opportunities to maximise gift aid across all fundraising income streams.
- Deposit all cash and cheques received by the charity as required and follow financial procedures to reconcile donations

Fundraising Support

- Provide administrative and operational support across the fundraising team.
- Assist in the recruitment of fundraising volunteers, including providing regular support and supervision to volunteers.
- Assist with the organisation of BCRT's fundraising campaigns and special events.
- Have the opportunity to meet our wonderful supporters face to face and represent BCRT at events as required, whether in the community or at a special event.
- Assist with Facebook fundraisers and other digital fundraising platforms to thank fundraisers and record supporter data.
- Assist in the smooth operation of the charity's Stamp Appeal by working with fundraisers, supporters, and external agents.

Administration

- Input accurate information into our database (Access Charity CRM) and maintain up-to-date records to help us make informed decisions.
- Manage outgoing mail, including franking, posting, and arranging couriers as required.
- Manage stock levels and orders, liaising with suppliers, processing orders, and working with the team to ensure the fulfilment of orders.
- Maintain the fundraising stock room at the BCRT office.
- Assist in the administration of the online shop, including liaising with the stock fulfilment company and managing the Shopify e-commerce platform.
- Provide general administrative assistance across all fundraising areas and projects as required by the organisation

General

- Work with suppliers, printers and designers, and work with other external providers as required.
- Keep abreast of the fundraising market, trends, and best practises.
- Attend and support fundraising events and meetings that may fall outside normal working hours.

Other

- Develop an understanding of Data Protection, Electronic Communications and Fundraising Legislation guidelines.
- Undertake training, development and appraisal activities as required.
- Work with your line manager to evaluate your own performance and strive for continual improvement.
- Select and make use of a variety of resources, including IT, to manage workload effectively.
- Support the charity's ethos and policies and demonstrate a commitment to attitude and behaviour that reflects our core values – Pioneering, Dynamic, Supportive, Knowledgeable and Trustworthy.
- Act as an ambassador for BCRT and attend and support fundraising and other events as and when required which will include some evenings and weekends.
- Carry out any other duties as may be reasonably requested that are commensurate with the level of role

Personal Specification

Criteria	Essential	Desired	Method of Assessment
<i>Experience</i>			
Proven track record in a similar role.		✓	Application Form / Interview
Proven experience of customer or supporter care.	✓		Application Form / Interview
Proven experience of working to and delivering targets.		✓	Application Form / Interview
Experience of working with external service providers.		✓	Application Form / Interview
Working with people affected by primary bone cancer		✓	Application Form / Interview
Working in a medical charity setting		✓	Application Form / Interview
Working with CRM databases (preferably Access Charity CRM) although full training will be given		✓	Application Form / Interview
Working with project management tools (preferably Teamwork)		✓	Application Form / Interview
Working with volunteers		✓	Application Form / Interview

Personal Attributes

Enthusiastic, imaginative, energetic and creative with a 'can do' attitude.	✓		Application Form / Interview
Ability to confidently work as part of a team or individually.	✓		
Excellent interpersonal skills and enjoys working with people.	✓		Application Form / Interview
Able to spot opportunities and work collaboratively to maximise these.		✓	Application Form / Interview
A shared passion for the work of the Bone Cancer Research Trust.		✓	Application Form / Interview
Self-reliant and competent IT user including the internet, email, databases, spreadsheets and Microsoft Office.	✓		Application Form / Interview
Excellent organisation & time management skills.	✓		Application Form / Interview
Ability to manage a varied and complex workload, prioritising competing demands whilst maintaining accuracy and attention to detail.	✓		Application Form / Interview
A team player with the willingness to work flexibly and actively, across different teams and respond to the emerging needs of the charity.	✓		Application Form / Interview
UK Driving License.		✓	Application Form / Interview

Willing and able to travel within the UK.	✓		Application Form / Interview
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Employee Benefits

- Flexible approach to working hours
- 30 days annual leave per year plus bank holidays
- Flexible bank holidays
- An extra leave day in every 5th year of employment to celebrate your work anniversary
- Private Health Insurance (following successful probation)
- 6% employer pension contributions
- Clear performance expectations
- Enhanced sickness, maternity and adoption leave
- Training and personal development opportunities
- Option to purchase up to 5 days additional annual leave
- Life Assurance of 4x annual salary
- Free onsite parking at our Horsforth offices

We believe wholeheartedly in supporting our staff to do their very best, irrespective of working location. If needed, you will receive an allowance for a home-working workstation, and all necessary home-working equipment will be provided.