

JOB TITLE (LOCATION)	LONDON FUNDRAISING ASSISTANT
SALARY AND BAND	BAND 3 – SALARY RANGE £31,172 - £31,818 (INCLUSIVE OF LONDON WEIGHTING)
ANNUAL LEAVE	27 DAYS PLUS 9 BANK HOLIDAYS FOR FULL TIME HOURS
REPORTS TO	CENTRE FUNDRAISING MANAGER
DIRECT REPORTS	FUNDRAISING VOLUNTEERS

About Maggie's

Maggie's provides free cancer support and information in our specially designed centres across the UK and online. Working alongside NHS hospitals, Maggie's centres are staffed by expert Cancer Support Specialists, Psychologists and Benefits Advisors, helping people to take back control when cancer turns life upside down.

Our ambition is for Maggie's to be there for everyone with cancer. Our long-term aim is to make sure that Maggie's is available at all 60 NHS cancer sites across the UK. We will ensure that nobody living with cancer is unable to access the expert psychological, practical and emotional support they need. In the next five years we will be halfway to achieving this goal with Maggie's centres being operational or planned at 30 major NHS cancer sites.

About the Post Holder

The post-holder must be passionate about bringing people together, building dialogues and listening to ideas. The post-holder must be able to organise, co-ordinate, record and use data. You will have strong IT skills in Microsoft Office packages including Word, Excel and Outlook, and the internet and the ability to organise a wide variety of activities at any one time. Attention to detail, strong communications skills and excellent numeracy skills alongside a positive and friendly approach is essential.

About the Role

The post holder will be based in our Maggie's West London centre and will be required to travel on a weekly basis between our three London centres- Maggie's West London, Barts and Royal Free. As an integral member of the Fundraising Team, the London Fundraising Assistant will support the delivery of a range of successful fundraising activity based around the three centres in order to maximise income for Maggie's. You will welcome and support visitors within the centres in their fundraising for Maggie's, as well as in the local community, and ensuring they are motivated, informed and supported. This is a demanding role in a fast-paced environment where priorities change frequently. There will be a requirement to work irregular hours as well as frequent travel in the London area.

Key Responsibilities

- First point of contact for enquiries from community audiences and suppliers by phone, email and in person.
- Bank and acknowledge all donations to Maggie's via the CRM, process and keep accurate records on all donors, including donations, communications and mailing consents
- Manage the fundraising email inbox's for the London centres and refer enquiries to the relevant team member.
- Management of social media accounts including Facebook, Instagram, Twitter and LinkedIn, gathering and writing engaging content
- Gathering and writing content for the London centre email newsletters
- Provide and facilitate supporters with a choice of how they fundraise and work with Maggie's in line with the national strategy and plan.
- Provide excellent supporter care, which enthuses supporters and encourages commitment and loyalty to Maggie's, ensuring that all communications are inspirational, personal and relevant. Liaise with Supporter Care Team to ensure fundraising administration, complaints, responses and enquiries are efficiently and effectively handled, followed up and recorded.
- Work collaboratively with centre teams to maximise income from all areas.
- Maintain effective online and offline systems including filing, stock taking etc
- Support the centre fundraising activity plan to ensure that activities are well planned, marketed and supported
- Collate supporter stories and write press releases for local PR and media
- Attend local and national fundraising activities as appropriate, providing administrative support and leading on centre-based events.
- Ensure Gift Aid declarations are sent out where appropriate.
- Process invoices as required.
- Supervise volunteers to support fundraising activity and administrative tasks.
- Keeping the fundraising presence in centres up to date and relevant including notice boards, merchandise for sale, posters and leaflets.
- Oversee Fundraising Volunteers including managing collections

Essential skills and experience

- Educated to A level / Higher or equivalent
- At least two years' work experience with transferable skills
- Experience of volunteering in the voluntary sector
- Excellent IT skills
- Strong written and verbal communication