

# London Wildlife Trust

## *Fundraising Assistant*

### Job Description and Person Specification



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<b>Responsible to:</b>	Senior Database and Supporter Services Officer
<b>Responsible for:</b>	Providing support for the fundraising team, with particular focus on members and supporters.
<b>Located at:</b>	Fivefields, 8-10 Grosvenor Gardens, Victoria. Home working is available, typically 3 days per week.

#### **Overall responsibilities:**

To work as part of the fundraising team to provide administrative support and excellent supporter care to London Wildlife Trust supporters. This will include managing and updating the supporter information held on our database, communicating with supporters and handling their enquiries, supporting membership recruitment and retention activities, fundraising appeals and corporate fundraising. The postholder will be managed by the Senior Database and Supporter Services Officer.

#### **Main responsibilities:**

- Effectively manage and update supporter information held on our fundraising database (we use ThankQ CRM).
- Record all membership and supporter income and activities on the database including setting up new memberships, recording donations from fundraising appeals, entering data manually as well as via data imports.
- Support membership processes including collection of direct debit donations, gift aid processing, producing mailing lists, reporting on donations and supporter information.
- Provide an excellent level of supporter care by responding to calls and emails from Trust supporters through various channels including our membership inbox and general enquires inbox.
- Ensure new memberships are fulfilled in a timely manner, including liaising with our fulfilment house to prepare and upload data for welcome packs, magazines, membership renewals and thank you communications.
- Work with the fundraising team to produce and deliver four Wildlife Watch magazine mailings throughout the year.
- Support the ongoing integration of our fundraising database, ThankQ CRM.
- Support in gathering content for high quality communications to our supporters, e.g. newsletters and appeals.
- Support the fundraising team with planning and delivering the AGM and other high quality member events throughout the year.
- Assist with producing regular, up-to-date KPIs for membership income and recruitment.
- Provide support for the wider fundraising team, which includes membership, individual giving corporates and grants.
- To ensure that all data protection obligations are met in all aspects of the role including adherence to GDPR.

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- To carry out any other duties as required by the fundraising team, and the line manager consistent with the job purpose.

#### **Other areas of responsibility:**

- Promotion of the Trust:** To work at all times to further the aims of the Trust including promotion of Trust membership. To encourage donations and to assist in and promote related events and campaigns where appropriate.
- Health and Safety:** All staff are legally responsible for ensuring Health and Safety considerations are taken into account in all working situations. Staff are encouraged to make reports or suggestions to the Health and Safety Officer on any matters of concern.
- Equal opportunities:** To work at all times within the Trust's Equality and Diversity policy and to promote equal opportunities wherever possible especially with regard to volunteer and membership recruitment.
- All staff may, on occasion, contribute to the work of London Wildlife Trust's trading arm – London Wildlife Limited
- Adhere to the policies and plans of the Trust and be a responsible representative of the team and the Trust to external stakeholders, groups, individuals and funding bodies.

#### **Terms and Conditions**

<b>Salary:</b>	£26,123.59 per annum
<b>Hours of work:</b>	5 days a week, 9.30am-5.30pm, including one hour for lunch. Wednesday working based at London head office location The post holder may be expected to work some weekends and some evenings for which time off in lieu is given. Open to flexible working within the requirements of the role.
<b>Holidays:</b>	25 days per annum plus statutory holidays
<b>Tenure:</b>	Permanent
<b>Sick pay:</b>	Employees may be eligible for Company Sick Pay, inclusive of Statutory Sick Pay where the correct procedures are followed.
<b>Pension:</b>	Eligible employees will be auto-enrolled into the company pension scheme. Further details on auto-enrolment can be obtained from this website <a href="https://www.gov.uk/workplace-pensions">https://www.gov.uk/workplace-pensions</a> . Pension contribution rates for LWT are currently at 3% employer and 5% employee. Even if you are not eligible, you can still join the scheme, but the Trust may not have to make any employer contributions. Further details will be provided on joining the Trust.
<b>Employee Assistance Programme</b>	All employees have access to a free and confidential information, support and counselling service available 24 hours a day, 365 days a year

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The following experience, skills and aptitudes are those that we are looking for in candidates for the above role. Those listed as 'Essential' are those that the candidates must have. Candidates who fail to meet these criteria will not be short-listed. 'Desirable' skills and experience are those that it would be advantageous to have, although it is not essential.

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Essential	Assessed at	Desirable	Assessed At
<b>Skills and experience</b>			
Previous experience in completing administrative tasks, such as record keeping	Application	Experience of updating databases	Application
Proven organisational and administrative skills, with meticulous attention to detail	Application	Knowledge of, or experience in, the charitable sector	Application
Enthusiasm to develop a career in fundraising and willingness to learn about this area	Application		
Strong written and verbal communication skills, including by telephone and email	Interview		
Demonstrable experience of providing excellent customer care	Application/ interview		
Ability to work to meet objectives and within any relevant deadlines	Interview		
Excellent IT skills and proficient user of Microsoft Office Suite (Word, Power Point and Excel).	Interview		
Ability to communicate with enthusiasm, tact and diplomacy, with excellent interpersonal skills	Interview		
Self-motivated, with the ability to work independently or in a team	Interview		
Commitment to London Wildlife Trust's <a href="#">vision, mission and values</a>	Interview		

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An enhanced DBS (formerly CRB) check is ***not*** required for this role.