Role Description – Fundraising Assistant

Line manager: Fundraising Manager
Direct reports: None

Role description statement

This document sets out the main purpose and key tasks of the role, the management reporting lines and the competency requirements for the role. The role description sets out PACT's expectations for the role and the post-holder. Regular discussions to support you in your role will take place together with your manager during your induction period, and after your probation period in your ongoing support and supervision meetings.

Our work

Our Fundraising team is responsible for generating the income that makes PACT's work possible. The team builds relationships with individuals, communities, trusts, foundations and corporate partners who share our belief that every child and family deserves the opportunity to thrive.

Through fundraising events, donor engagement, community activities, grant applications and supporter stewardship, the team inspires people to invest in PACT's mission and demonstrates the difference their support makes. Every pound raised helps PACT continue delivering life changing services for children, women and families, ensuring that more people can access the support they need, when they need it.

The role

The Fundraising Assistant provides administrative and operational support across PACT's fundraising activities, helping the team to deliver excellent supporter experiences and maximise income generation opportunities.

The role is varied and hands on, supporting a range of fundraising activities including events, fundraising campaigns, research, administration, financial processing and reconciliation, reporting and database management. The postholder will work closely with colleagues across the Income Generation team, providing practical support wherever needed and helping ensure fundraising activities run smoothly and effectively.

Key tasks

Fundraising Admin and Team Support	
1	Provide high-quality administrative support across the fundraising team.
2	Act as a first point of contact for enquiries from supporters, donors and members of the public ensuring that they enquiry is acknowledged promptly and directed to the relevant member of the team.

3	Prepare and/or send out agreed correspondence, fundraising materials, supporter packs and other communications.
4	Support the planning and organisation of fundraising activities, campaigns and events.
5	Assist with diary management, meeting coordination and other administrative tasks as required.
6	Support the team with projects and initiatives as required.
7	Process acknowledgements, thank-you letters and supporter communications in a timely manner and ensure supporters receive a positive and professional experience when engaging with PACT.
8	Maintain accurate records of supporter interactions.
Fundraising Activities	
1	Support team members where requested with undertaking research to support fundraising opportunities, prospective supporters, trusts, foundations, corporate partners, major donors and community fundraising activities.
2	Assist with the preparation of fundraising applications, presentations, reports and impact information.
3	Support fundraising events and engagement activities, including providing practical assistance on the day.
Fundraising Data Management	
1	Maintain accurate records within Raiser's Edge and SharePoint.
2	Produce reports, mailing lists and data selections to support fundraising activities.
3	Help ensure fundraising data is accurate, up to date and compliant with relevant legislation and organisational policies.
4	Support colleagues in making effective use of Raiser's Edge for reporting and information.
5	Identify and report data quality issues, helping to maintain reliable fundraising records.
Fundraising income and gift aid support	
1	Assist with the reconciliation of fundraising income, working with colleagues in the Finance team to investigate and resolve discrepancies.
2	Support the Finance team with the administration of Gift Aid claims and associated record keeping.
Other	
1	To safeguard and protect vulnerable adults and children in accordance with PACT's policies and procedures at all times.
2	To undertake any other duties deemed commensurate with this post as directed by the line manager, including supporting the wider activities of the marketing team and working to engage all teams at PACT in promotional activities.
3	To take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work.
4	To demonstrate a commitment to promoting equality and diversity in the workplace.

Person specification

Essential requirements	
1	Experience of providing administrative support in a busy environment.
2	Experience of using databases, CRM systems or other information management systems.

3	Experience of maintaining accurate records and handling confidential information.
4	Experience of organising and prioritising a varied workload.
5	Can produce accurate work to deadlines.
6	Experience of working effectively as part of a team.
7	Excellent organisational skills and attention to detail.
8	Strong English written and verbal communication skills.
9	Good IT skills, including Microsoft Office applications, particularly Word, PowerPoint, Excel and Outlook.
10	Understanding of the importance of confidentiality and data protection.
11	Positive and professional when dealing with supporters, volunteers and colleagues.
12	Demonstrates initiative and does not wait to be asked before addressing issues within their area of responsibility.
13	Commitment to PACT's aims and values, demonstrating enthusiasm for PACT's mission and uses this to positively and proactively represent and advocate for PACT.
Desirable requirements – Skills, experience or qualifications that would be advantageous to have in the role but are not essential	
1	Experience of supporting fundraising activities, events or campaigns.
2	Experience of using Raiser's Edge or another fundraising CRM.
3	Experience of working or volunteering within the charity sector.
4	Experience of undertaking research and presenting findings clearly.

Additional information

All opportunities are based in the UK, and you must be eligible to live and work in the UK.

This is a full time post working 37 hours per week, weekdays.
Part time arrangements of 30 hours per week, weekdays will also be considered.
Working pattern to be agreed within the core service hours of 8.30am-5pm Monday to Thursday and 8.30am-4pm Friday.

Please note that occasional work outside of contractual working times (evening and weekends) is required on occasion to support fundraising events and activities. Time off in lieu in relation to this time will be taken by agreement in advance with the Fundraising Manager.

The role is based in our Reading office with hybrid flexible working arrangements to provide for working at home and in the office.

Safeguarding commitment

Safeguarding is at the heart of everything we do at PACT. We have robust measures and best practices in place to safeguard and protect the welfare of children, young people and vulnerable adults, and we take pride in maintaining outstanding safeguarding standards.

We expect all employees, both current and prospective, to uphold and share this commitment, and we value everyone's engagement and co-operation with our safeguarding processes to ensure that these are completed without delay.

Anyone joining our team is subject to PACT's safer recruitment pre-appointment enquiries. These enquiries include providing documentation to evidence the right to work in the UK, a Disclosure

Barring Service (DBS) check, overseas police check (if applicable), references covering at least 5 years, a complete previous education and employment history timeline and the completion of mandatory safeguarding training.

The DBS check level required for this post is Standard.

Diversity commitment

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children, and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve, and applications from people from under-represented groups are particularly welcomed.

Learning and development commitment

PACT is committed to helping people to achieve their potential and flourish and, in doing so, enabling them to make a positive difference to the lives of the people we support. We recognise the importance of having the necessary knowledge, skills and qualities within PACT to enable us to meet our current and future business needs. Development needs might be at an individual, team or organisational level. All employees have equal access to learning and development opportunities, reflective of our commitment to equality, diversity and inclusion.