



Fundraising Assistant

Job Description and Personal Specification

Line Manager	Fundraising Manager
Location	30-32 Upper Maudlin Street, Bristol BS2 8DJ
Terms	Full-time, 35 hours
Salary	£17,000 p.a.

Summary of Role

Award-winning Wallace & Gromit's Grand Appeal, the Bristol Children's Hospital Charity, is seeking an outstanding individual for the post of Fundraising Assistant. This role will provide a welcoming reception to everyone visiting the charity, as well as efficient fundraising support to the organisation.

We are seeking a first-class, bright, energetic and pro-active individual, to interact with visitors face-to-face, as well as over the telephone and email. You'll have excellent interpersonal, communication and organisation skills with a good understanding of IT and office systems. You will be responsible for administrative tasks and will be expected to play a full and active role within the fundraising department and across the organisation.

If this sounds like you, we want to hear from you!

This role will be based at The Grand Appeal HQ in the charity's newly renovated building on Upper Maudlin Street opposite the Bristol Children's Hospital, close to the beautiful Bristol Harbourside and the range of shops in Cabot Circus and Quakers Friars.

The Grand Appeal works in partnership with Aardman Animations to support Bristol Children's Hospital and the region's Neonatal Intensive Care Unit. With a multi-million pound programme of investment in the hospital, from research to family accommodation to patient, family and staff wellbeing, and a growing supporter base, The Grand Appeal is expanding fast. The Grand Appeal is the charity behind the internationally successful and award-winning Gromit Unleashed and Shaun in the City art trails which are now part of the fabric of the city and which have brought millions of visitors to Bristol from all over the world.

Raising money for Bristol Children's Hospital
and The Neonatal Intensive Care Unit | grandappeal.org.uk

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Based across 6 sites in Bristol, The Grand Appeal offers a dynamic, supportive and rewarding workplace for its approx. 50 staff. The bedrock of our organisation is its strong team culture in which all staff play an important part. Our staff are talented, creative, ambitious and the Grand Appeal's most important resource. If this sounds like the right workplace culture for you, you have the required skills and experience, and you are looking for a new challenge, get in touch.

Work for The Grand Appeal and you'll do more than just a job. Together, we can save lives.

Key tasks and responsibilities

Welcome charity supporters

- Responsible for the reception and offering a warm welcome to fundraisers and visitors.
- Route communications (phone, email, visitors) onwards to relevant team members.
- Maintain the reception area, ensuring the desk is staffed at all times and that the reception is clean, tidy and appropriately stocked with literature and merchandise and that orders are placed when supplies are low.
- Maintain the small retail operation in coordination with the commercial team.

Support delivery of the fundraising strategy

- Participate fully in the day-to-day work of the organisation, taking a flexible approach to fundraising and administrative tasks.
- Enter supporter data into the database in a timely and meticulous manner.
- Help deliver the gift process, ensuring income is coded correctly and supporters are thanked in a timely manner.
- Oversee fundraising stock and assist with ordering and maintaining supplies.
- Assist with fulfilment of fundraising resources and direct mail campaigns.
- Representing the charity at fundraising and stewardship events.
- Take on special projects as needed to support the fundraising team.

General office assistance

- Handle incoming and outgoing post and deliveries in an efficient manner.
- Order and distribute office supplies.
- Help ensure the office is maintained as a clean, tidy and safe environment.
- Undertake administration or special projects to support the wider organisation.

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Other tasks

- Keep abreast of charity law and abide by the Charities Act, Fundraising Regulator, Institute of Fundraising Code of Practice, Gambling Commission and General Data Protection Regulation.

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service. All job descriptions are non-contractual and give a sense of the broad scope of the role and so include a level of flexibility. Whilst they list some key tasks there will also always be tasks that arise and which can be reasonably expected of the role.

The Grand Appeal is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment. The selected candidate will be appointed subject to a DBS check.

Personal Specification

E = essential D = desirable

Experience and knowledge

Importance	Criteria	Assessment
E	Understanding of the principles of good customer service and experience of being able to converse with a variety of people in different situations	Application Interview
D	Experience in working in a reception role with administrative responsibilities	Application Interview
D	Experience using databases to record accurate and up-to-date information	Application Interview
E	Experience of undertaking projects independently	Application Interview
D	Experience working in a charitable organisation	Application Interview
D	Understanding of Gift Aid, Gambling Commission legislation and General Data Protection Regulation	Application Interview

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Skills and abilities

Importance	Criteria	Assessment
E	GCSEs (or equivalent) Maths, Science, English A-C	Application
E	Empathy with the aims, objectives and activities of the charity	Application Interview
E	Good IT skills; confident in the use of Microsoft Office, CRM databases	Application Interview
E	Excellent organisational and time-management skills with the ability to prioritise conflicting demands whilst maintaining accuracy and attention to detail	Application Interview
E	Excellent verbal and written communications skills with the ability to build and maintain relationships, particularly with supporters, volunteers and team members	Application Interview
E	Ability to work both autonomously and as part of a flexible team and to contribute towards wider objectives	Interview
E	Energetic, self-motivated and able to use initiative	Interview
E	An approach to mirror our values: supportive, professional, collaborative, creative and confident	Assessment process
D	Basic awareness of hospital fundraising within the UK	Interview

Other requirements of the role

Importance	Criteria	Assessment
E	Prepared for occasional travel to events and work outside of normal working hours. TOIL will be provided in most circumstances.	Application
D	Car Owner	Application

How to Apply

Complete the Application Form below and, together with a copy of your CV, send to jobs@grandappeal.org.uk
The closing date for applications is **midnight on Sunday 1 March**, with interviews being held the following week.

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Application Form: Fundraising Assistant

Name: _____

Relevant skills and experience: (700 words max.)

What makes you the ideal candidate for this role? (700 words max.)

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Current employer/role/length of contract:

Current salary/notice period length:

Holiday or other commitments

How did you hear about the vacancy? _____

Do you need a work permit to work in the UK? YES/NO

You must agree to the following data protection statement and to our privacy policy in order to process your application.

Signed: _____ Date: _____

Data Protection

Your data will be held in accordance with the General Data Protection Regulation. The information you provide will be used to progress your application during the application process, if your application is successful, to administer your personnel record.

You consent to The Grand Appeal processing data relating to you for legal, personnel and administrative purposes and in particular to the processing of any sensitive personal data (as defined in the General Data Protection Regulation) relating to you, including in order to comply with legal requirements and obligations to third parties such as regulatory bodies and criminal records checking.

The Grand Appeal may make such information available to those who provide products or services to The Grand Appeal (such as advisers and payroll administrators), regulatory authorities and as may be required by law.

You can view our privacy policy at grandappeal.org.uk/privacy-policy

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