



Community Fundraising Assistant Job Description

Job Description and Personal Specification

Job Title	Community Fundraising Assistant
Location	30-32 Upper Maudlin Street, Bristol BS2 8DJ
Terms	Permanent - Full time Largely office based in Central Bristol, with some home working.
Salary	c. £20,000 (DOE)
Line Manager	Community Fundraising Manager

Multi-award-winning Wallace & Gromit's Grand Appeal works in partnership with Aardman Animations to support Bristol Children's Hospital and the region's Neonatal Intensive Care Unit (NICU) at St Michael's Hospital.

Our passionate and motivated community fundraising team is seeking an assistant to help with their ambitious plans to expand the community programme to increase activity and income while continuing to deliver excellent supporter care to our incredible family of fundraisers.

This new and exciting role is a fantastic opportunity for an aspiring and multi-talented individual looking to develop a career in community fundraising to join the team. You will have previous experience in fundraising, whether in paid work, as a volunteer, or as an intern.

In this varied role, you will provide administrative support to the team. Your day-to-day tasks will include maintaining accurate records on our database (Raiser's Edge), thanking and stewarding fundraisers, sending out fundraising materials as well as looking after our community of knitters, Facebook fundraisers, managing our collection boxes and supporting our work with schools and organisations when needed.

You will take joy in thanking our supporters through personalised letters and handwritten cards. Meticulous attention to detail as well as being highly organised with a passion for fundraising and wanting to make a difference is essential.

You will be friendly, approachable, and a highly motivated team player with excellent oral and written communication skills. Your warm personality will enable you to engage and support a wide range of people you encounter, whether in person, on the phone or by email. Enthusiasm, initiative and energy are key attributes of The Grand Appeal's team members.

In addition to a competitive salary, we offer employees a comprehensive benefits package including a pension scheme, medical benefits, and generous annual leave. Grand Appeal HQ is located opposite the Bristol Children's Hospital, close to the beautiful Bristol Harbourside and the range of shops in Cabot Circus.

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The Grand Appeal offers a dynamic, supportive and rewarding workplace for over 40 staff. The bedrock of our organisation is its strong team culture in which all staff plays an important part. 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. The work we do really makes a difference to sick children, their families and the staff who care for them 24 hours a day, seven days a week. Together, we help save lives.

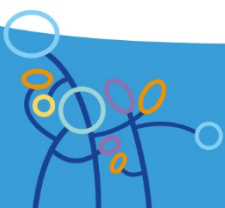
Key tasks and responsibilities

Support the delivery of the community fundraising programme

- Provide effective and efficient support to the community fundraising team.
- Provide excellent supporter care to ensure we provide the best experience possible whether on the phone, by email or in person.
- Represent the charity and attend fundraising and stewardship events, including cheque presentations, as required.
- Manage and steward our wonderful group of knitters, processing knitting that comes in, thanking appropriately and assist in the organisation of the annual knitter's tea party.
- Manage our community of Facebook fundraisers using the online platform GivePanel to code, administer donations and steward fundraisers.
- Manage the collection tins process.
- Play a key role in assisting with our 'Shine Bright' Christmas campaign and other fundraising campaigns when required.
- Research current fundraising activities and trends within the charity sector and assist with developing new projects as required.

Community fundraising administration

- Create supporter records on our database from various sources, including postal, online, and third-party platforms, ensuring meticulous attention to detail and accuracy.
- Maintain high-quality data on our database through daily data input, in accordance with GDPR and assist in data cleansing tasks.



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- Monitor and administer online giving pages, adding income codes to new pages and updating supporter records.
- Thank community fundraisers for their donations in a timely and appropriate manner.
- Ensure that all donations are coded and recorded correctly on our database, liaising with the finance team when necessary.
- Send out materials to fundraisers.

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.
- Carry out other tasks and duties as required to support colleagues across the wider fundraising team.

Personal Specification

E = essential D = desirable

Experience and knowledge

Importance	Criteria	Assessment
E	Proven record of working in a similar role, either in paid work or as an intern or volunteer	Application Interview
E	Experience using databases to record accurate and up to date information	Application Interview
E	Experience of undertaking projects independently	Application Interview
E	Understanding of the principles of good supporter care and experience of being able to converse with a variety of people in different situations	Application Interview
E	Demonstrative experience of undertaking administrative tasks in an office setting	Application Interview
D	Experience of working in a charitable organisation	Application Interview
D	Experience working with volunteers	Application Interview
D	Experience of participating in a charity event or fundraising for a cause close to your heart	Application Interview

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D	Relevant experience and/or knowledge of the basics of community fundraising	Application Interview
D	Understanding of Gift Aid and General Data Protection Regulation	Application Interview

Skills and abilities

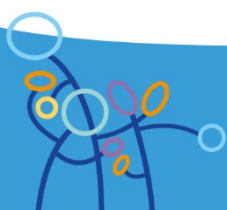
Importance	Criteria	Assessment
E	Excellent verbal and written communications skills with ability to build and maintain relationships, particularly with supporters, volunteers and team members	Application Interview
E	Excellent organisational and time-management skills with the ability to prioritise conflicting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

Other requirements of the role

Importance	Criteria
E	Cooperate and support the wider Appeal team, undertaking appraisals and personal development through annual reviews. Undertake mandatory training as required by the charity
E	Prepared to travel to events and work outside of normal working hours. TOIL will be provided in most circumstances
D	Car owner and full UK driving licence

How to Apply

Send your completed application form and a copy of your CV to jobs@grandappeal.org.uk



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Closing date for applications: This is a rolling vacancy which will be closed when a suitable applicant is appointed. We anticipate a high volume of applicants for this role and suggest getting your application in soon as we will be interviewing suitable candidates as we go.

For informal discussions please contact Kate at hello@grandappeal.org.uk

Application Form

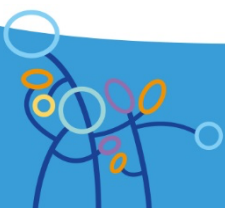
Name:

Job applied for: Community Fundraising Assistant

Relevant skills and experience: (700 words max.)



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



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How did you hear about the vacancy? _____

Salary expectations for this role:

Current notice period length:

Do you need a work permit to work in the UK?

Interview availability

Current holiday or other commitments we should be aware of:

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

You must agree to our data privacy policy (link below) and the following data protection statement to progress 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 during the application process and will be kept on file for up to six months. If your application is successful, it will be kept on file for six years and will be used to set up your individual staff record. We may share your data in order to comply with legal requirements and obligations to third parties such as regulatory bodies and criminal records checks.

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

To Apply: send your completed application form and a copy of your CV to jobs@grandappeal.org.uk

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