



INDIVIDUAL GIVING ASSISTANT

Job Description and Personal Specification

Job Title	Individual Giving Assistant
Line Manager	Individual Giving Manager
Location	30-32 Upper Maudlin Street, Bristol, BS2 8DJ
Terms	Permanent / Full-time (four days a week will be considered) Office-based with potential for hybrid working
Salary	£23,000 - £25,500 FTE DOE

For 30 years, our multi award-winning charity, Wallace & Gromit's Grand Appeal, has been at the forefront of advancing the care and treatment of children at Bristol Children's Hospital and the Neonatal Intensive Care Unit at St Michael's Hospital through a portfolio of funding. This includes the latest life-saving technology and pioneering research, which helps to save and transform the lives of young patients every day.

Following the huge success of Gromit Unleashed 3, we're now expanding our Individual Giving programme. We're looking for a motivated and detail-driven individual to join our dynamic team. You'll help deliver our ambitious fundraising programme and inspire more people than ever to support our work, while delivering exceptional support to our incredible community of fundraisers and donors.

This role is a fantastic opportunity for an individual with great attention to detail to start or further their fundraising career in a fast-paced, ambitious and creative charity by bringing their skill and passion for people to a role that makes a real difference every day.

- You'll play a vital part in the smooth running of our Individual Giving and supporter care operations, helping to manage donations, lotteries, raffles, legacies and in-memory giving.
- You'll ensure every supporter is thanked personally and promptly.
- You'll keep our donor database accurate and compliant.
- You'll help make sure our fundraising runs efficiently across the charity.

Above all, you'll help ensure every supporter and donor feels part of something extraordinary.

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and The Neonatal Intensive Care Unit | grandappeal.org.uk

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Key tasks and responsibilities

Support the delivery of the Individual Giving fundraising programme

- Provide effective and efficient support to the Individual Giving Manager covering all forms of giving including one-off donations, lottery contributions, raffle ticket sales, legacy gifts, regular giving, and in-memory fundraising.
- Provide excellent supporter care to ensure we deliver the very best experience, whether on the phone, by email or in person.
- Provide regular support for the operation of our stall in Bristol Children's Hospital, selling merchandise and liaising with potential supporters.

Individual Giving fundraising administration

- Create supporter records on our CRM database (Raiser's Edge) from a range of sources including the website, postal and third-party platforms, ensuring meticulous attention to detail and accuracy.
- Maintain high-quality information on our database through daily data input, in accordance with GDPR.
- Assist the Individual Giving Manager with data-cleansing tasks, especially in advance of our twice-yearly direct mail to supporters.
- Thank individual donors in a timely and appropriate manner via email, phone or post.
- Ensure all donations are coded and recorded correctly on our database, liaising with the finance team when necessary.
- Provide administration for the weekly lottery, and any raffles undertaken throughout the year. Including submitting lottery submissions to the Gambling Commission, alongside the Individual Giving Manager.

General fundraising administration

- Manage the collection tin process, ensuring accuracy and efficiency in collecting outstanding funds.
- Provide administration for in-memory fundraising, including creating records for donations through our third-party platform MuchLoved or cheques via post.
- Create supporter records for the legacy programme and assist in sending enquiry packs via email or post.
- Undertake admin tasks to support the community and events fundraising teams at peak times such as Christmas and during events season.
- Work with the Communications and Marketing team to ensure the fundraising team are equipped with up to date and relevant content for thank-you letters.

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Wider responsibilities

- A commitment to personal and team growth and learning.
- Representing the charity at fundraising events.
- Keep abreast of charity law and fundraising developments across the charity sector and abide by the Charities Act, Fundraising Regulator, Institute of Fundraising Code of Practice, Gambling Commission and General Data Protection Regulation (GDPR).
- Carry out other tasks and duties as required to support colleagues in the wider team.

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 charity. All job descriptions are non-contractual and give a sense of the broad scope of the role and so include a level of flexibility. While they list some key tasks, there will also 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. As such, we expect all staff and volunteers to share this commitment. The selected candidate will be appointed subject to a DBS check.

What we offer

At The Grand Appeal, you'll join a friendly, talented and supportive team of around 45 people, who share one mission: making a difference for sick children and their families.

We offer:

- Competitive salary
- Generous holiday allowance
- Healthcare plan (after probation)
- Pension scheme (including salary sacrifice options)
- Hybrid working approach
- A creative, inspiring workplace opposite Bristol Children's Hospital

How to apply

Complete the application form and send to jobs@grandappeal.org.uk with a copy of your CV.

The closing date/time for applications is midnight on Tuesday 2 December 2025.

For an informal discussion, please contact Leanna Howe, Individual Giving Manager, at hello@grandappeal.org.uk

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Person Specification

E = essential

D = desirable

Experience and knowledge

Importance	Criteria	Assessment
E	Experience in an administration or customer-facing role	Application / Interview
E	Experience working in an office environment and as part of a team working towards defined goals	Application / Interview
E	Experience of communicating well with a variety of people	Application/Interview
D	Experience using databases to record accurate and up-to-date information	Application / Interview
D	Experience undertaking projects independently	Application / Interview
D	Experience working in a charitable organisation	Application / Interview
D	Understanding of Gift Aid and General Data Protection Regulation	Application / Interview
D	Understanding of the principle of good supporter care and experience in being able to converse with a variety of people in different situations	Application / Interview

Skills and abilities

Importance	Criteria	Assessment
E	Excellent organisational and time-management skills	Application / Interview
E	Strong administrative skills	Application/ Interview
E	An approach that mirrors our values: supportive, professional, collaborative, creative and confident	Application / Interview
E	Excellent IT skills; confident in the use of Microsoft Office, CRM databases	Application / Interview
E	Ability to work as part of a flexible team and to contribute to the group and individual targets	Application / Interview
E	Self-motivated and able to use initiative	Application / Interview
E	Commitment to continuous professional and personal development	Application

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Other requirements of the role

Importance	Criteria
E	Prepared to travel to events and work outside of normal working hours. TOIL will be provided in most circumstances
E	Take responsibility for being up to date with, and adhering to, current policies, procedures and legislation.
E	Complete mandatory training as required by the charity



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