

## **Fundraising Assistant**

### **Job description**

**Job title:** Fundraising Assistant

**Location:** Office (Bristol, UK) at least 4 days each week, option to work remotely for 1 day

**Duration:** Permanent contract

**Working hours:** Full time, 35 hours a week

**Responsible to:** Individuals Fundraising Manager

### **Overall aim:**

To provide support for all areas of administration for the Fundraising department, primarily through the administration of donations, donor correspondence and administrative support for fundraising campaigns.

### **Key objectives:**

- To provide administrative support to the fundraising team across individual giving, corporate, high value (high net worth individuals) and trusts
- To assist with the cultivation and engagement of new Tree Aid supporters
- To deliver engaging communications for supporters

### **Key roles/ tasks:**

#### **1) INDIVIDUALS (40%)**

- a) Assist with income-generating activities and provide support to the Individuals Fundraising Officer and the Individuals Fundraising Manager.
- b) Assist with the administration of emails including writing copy on Mailchimp, creating header images on Canva, preparing data and accurately importing to the database (Raiser's Edge).
- c) Build and maintain relationships with suppliers, including requesting quotes from printers, briefing print jobs, reviewing proofs, checking data and preparing files to send to the printer.
- d) Carry out administrative tasks on the database in relation to the appeal, including creating appeal records and recording targets, segments and volumes.
- e) Assist with outbound telephone stewardship calls.
- f) Help keep fundraising materials up to date.

#### **2) CORPORATE FUNDRAISING (20%)**

- a) Support the Corporate Fundraising Manager to develop engaging comms for corporate donors and partners by utilising cross-team experience.
- b) With the Corporate Fundraising Manager's support, expand Tree Aid's 1% For the Planet network with targeted outreach to businesses.
- c) Process and support the creation of handwritten communications sent by post.
- d) Support for the Corporate Fundraising Manager in carrying out the online donation process.
- e) Conduct due diligence research for new corporate supporters.

### **3) HIGH VALUE & TRUSTS (20%)**

- a) Develop monthly supporter journey communications for High Value Prospects.
- b) Support the Philanthropy Fundraising Manager in supporter event organisation.
- c) Undertake prospect research to identify new trust & foundation supporters with support from the Philanthropy Fundraising Manager.
- d) Assist with the development and circulation of mail communications and proposals to donors.
- e) Use routine database reports to assist with ongoing monitoring and evaluation of performance on a monthly, quarterly, annual and ad hoc basis.
- f) Conduct due diligence research for new high value supporters.

### **4) SUPPORT THE SMOOTH RUNNING OF THE FUNDRAISING TEAM (20%)**

- a) Be the first point of contact for enquiries by telephone, email and post, ensuring excellent customer care of current, new and potential supporters – shared with the Fundraising Administrator.
- b) Process postal and phone donations and respond to donors daily – shared with the Fundraising Administrator.
- c) Process online donations and ensure all records and donor files are accurately stored in the database.
- d) Ensure all donor thank you letters are sent within two working days – shared with the Fundraising Administrator.
- e) Maintain accurate database records and donor files in line with data protection laws, Tree Aid policy, procedures, legal obligations and best practice.
- f) Provide administrative support as required for all campaigns and appeals.
- g) Keep abreast of Tree Aid's work and the wider development context.
- h) Develop an understanding of the Fundraising Regulator Code of Fundraising Practice and implement this into work.

### **5) OTHER TASKS AS AGREED BY LINE MANAGER**

- a) Adopt a positive approach to personal and professional development, engaging in one-to-one meetings, an annual performance review and relevant training.
- b) Maintain confidentiality in all areas of work at Tree Aid.
- c) Provide occasional back-up and cover to team/department staff as appropriate.
- d) Carry out any other duties as are within the scope, spirit and purpose of the post as requested by your line manager or any other member of the Tree Aid team.

#### **Person specification:**

E = Essential criteria D = Desirable criteria

## **EXPERIENCE**

- Experience in an administrative role, preferably in the charity sector (D)
- Experience in providing high standards of supporter/ customer care. (E)
- Experience in managing an email inbox and responding to enquiries. (D)
- Experience in processing post and cheques/direct debits/donations or handling money. (D)
- Experience in maintaining CRM databases, preferably Raisers Edge. (D)
- Experience in maintaining an effective donor filing system both on paper and electronic and in line with procedures, legal GDPR obligations and best practice. (D)
- Experience in communicating in an engaging and professional style verbally and in writing. (E)

## **SKILLS/KNOWLEDGE**

- Excellent communication skills both written and verbal. (E)
- Strong IT skills including Microsoft Word, Outlook, Teams, Excel and the internet. (E)
- Excellent attention to detail and commitment to accuracy. (E)
- Well organised, able to plan and prioritise work within defined parameters. (E)
- Able to work as part of a team with people at all levels (internal and external). (E)
- Strong standard of numeracy, demonstrated through practical experience. (E)

## **COMMITMENT**

- An interest in fundraising and a desire to learn more about the sector. (E)
- Alignment with Tree Aid's vision, mission and values. (E)
- A passion for, and commitment to, international development and to issues affecting rural communities in dryland Africa. (E)