



Job Description

1. Job Title: Fundraising Support Assistant

Reports to: Fundraising Support Lead

Accountable to: Head of Fundraising

Job Family: Operational Support Services

Range: A1

Hours: 20 hours

Date: February 2025

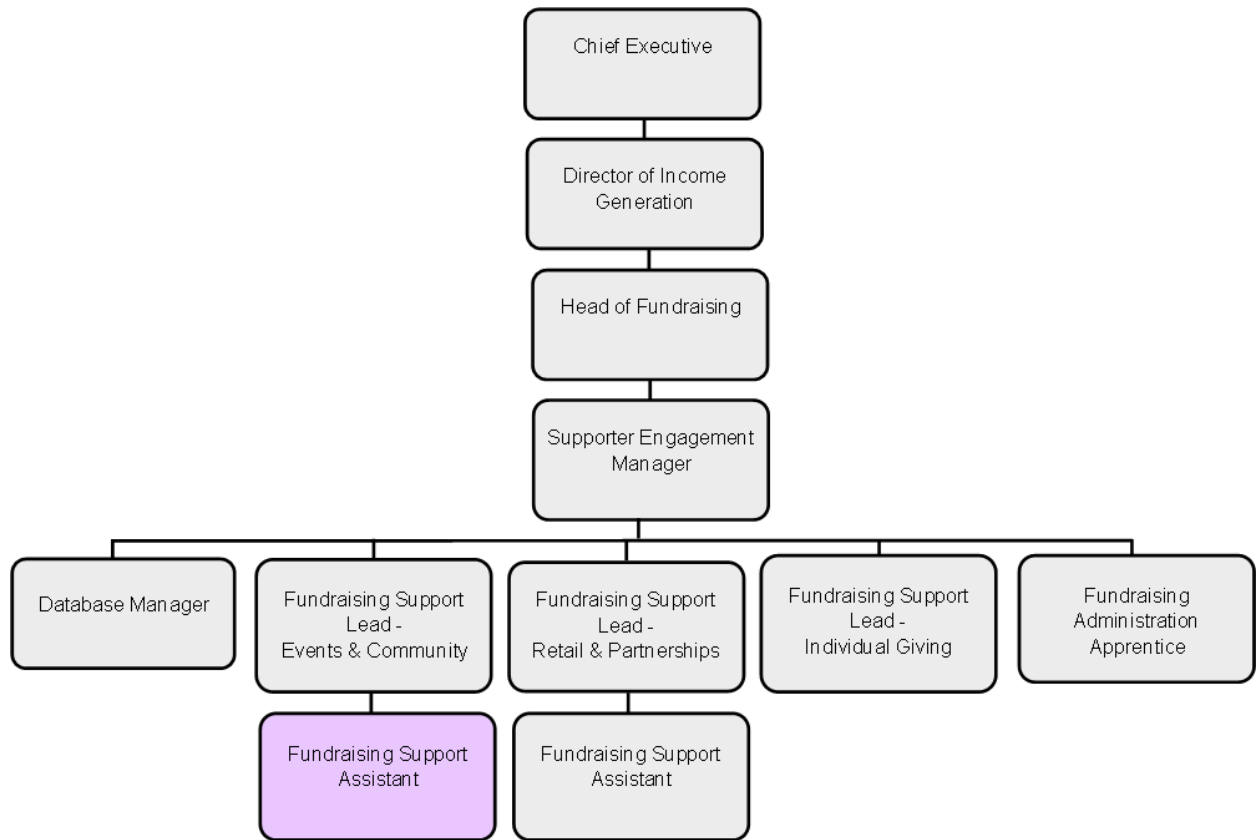
2. Job Summary

This post will work within the Supporter Engagement Team in Fundraising to respond to supporter enquiries, count and process donations and thank supporters for their generosity.

This is a vital role to build and maintain relationships with our donors, to ensure supporters receive an excellent supporter journey and experience when donating to Ashgate Hospice. You will often be the first person a donor speaks to on the phone or meets in our Fundraising Hub when wishing to support the Hospice.

You will undertake administration duties effectively and efficiently whilst collaborating with the wider fundraising team to ensure timely acknowledgements to supporters sharing the impact of their fundraising.

3. Organisation Chart



4. Main Duties & Responsibilities

- Build and maintain relationships with our donors, to ensure supporters receive an excellent supporter journey and experience of the hospice
- Take on regular shifts at the Fundraising Hub and Fundraising Centre to meet and greet supporters and accept donations
- Answer the Fundraising Phone line politely and professionally, directing queries to the appropriate team member
- Facilitate cheque presentations for supporters and act as an ambassador for the Hospice
- Count donations in line with Hospice procedures and ensure accuracy of banking and reporting
- Ensure that all activity and donor information is recorded accurately on the database and that relevant administration is completed on time

- Process donations onto the Fundraising database (Raiser's Edge)
- Manage and record data accurately and in line with GDPR regulations
- Thank supporters for their generosity in a personal and timely manner
- Share the impact of which supporter's donations contribute to the work of the Hospice
- Help ensure that fundraising income is correctly identified and accurately allocated
- Help manage the Fundraising inbox and respond to enquiries with a professional tone in a timely manner
- Work to deadlines and produce good quality written work
- Place orders and create purchase order requests
- Offer support to donors setting up JustGiving pages and help monitor JustGiving campaigns
- Liaise sensitively with supporters wishing to fundraise in memory of loved ones
- Adhere to, and comply with, organisational policies, procedures and guidelines at all times
- Take all reasonable steps to manage and promote a safe and healthy working environment
- Represent the Hospice at community and awareness events throughout North Derbyshire to promote the full range of fundraising activities
- Work collaboratively with the Events, Community Fundraising and Partnerships Teams to help assist with the delivery of events
- There will be the requirement to work occasional evenings, and weekends around some fundraising events (for which Time off in Lieu is given)
- Maintain an up-to-date knowledge of charity legislation, and government initiatives relating to the nonprofit making sector and the Fundraising Codes of Practice
- To support the wider Fundraising Team in additional tasks as needed.

5. Personal Development

- Engage in Ashgate's processes for reflection and performance improvement, using regular 1-1 meetings and annual review process to agree individual objectives and develop a personal development plan.
- Listen to podcasts relevant to the charity sector
- Attend workshops hosted by the Hospice Income Generation Network
- Demonstrate Continuing Professional Development, develop new skills as required

6. Communications & Working Relationships

Internal: All staff and volunteers; department managers, leadership team and Trustees

External: General public, external suppliers

Please note this is an illustrative list only.

- This Job Description describes the main duties of the post holder and is not exhaustive.
- This Job Description will be reviewed with the post holder as part of the regular performance review.
- This Job Description does not form part of the Contract of Employment.

PERSON SPECIFICATION

Job Title: Fundraising Support Assistant

1. Attainments/Qualification (assessed by Application, Interview or Test)	
Essential <ul style="list-style-type: none">- English & Maths at Level 2 or above A	Desirable <ul style="list-style-type: none">- Administration qualification A
2. Skills (assessed by Application, Interview or Test)	
Essential <ul style="list-style-type: none">- Excellent and accurate administrative and computer skills and working use of Microsoft office products (particularly Word, Excel and Outlook) A/I/T- Highly organised with an eye for attention to detail and accuracy A/I/T- Strong numeracy skills and financially minded A/I- Ability to plan and prioritise to work to deadlines A/I- Polite telephone manner A/I- Excellent time management A/I- Excellent verbal and written communication skills A/I/T- Self-motivated and a good team player A/I- Proactive, innovative and able to use own initiative to improve processes A/I	Desirable
3. Knowledge/Experience (assessed by Application, Interview or Test)	
Essential <ul style="list-style-type: none">- Significant administrative experience A/I	Desirable <ul style="list-style-type: none">- Experience of raising funds for charity A/I

<ul style="list-style-type: none"> - Experience of working with databases or CRM system accurately A/I - Some understanding of cash flow A/I - Proven experience of delivering exceptional customer care within a charity or commercial environment, by phone and in person A/I 	<ul style="list-style-type: none"> - Experience handling cash and banking and reporting of monies A/I - Experience of Raiser's Edge CRM system A/I - Knowledge of General Data Protection Regulations (GDPR) A/I - Knowledge of Gift Aid scheme A/I - Knowledge of online giving platforms E.G. JustGiving A/I - Experience working with volunteers A/I
4. Other factors (assessed by Application, Interview or Test)	
Essential <ul style="list-style-type: none"> - Personal integrity and ability to live the hospice values (I) - Ability to interact with colleagues to build rapport, trust and confidence A/I - A thorough understanding of an ability to maintain confidentiality A/I - A willingness to work outside of core hours as required, including evenings and weekends A/I 	Desirable