

## JOB PROFILE: UK COMMUNITY FUNDRAISING ASSISTANT

Role:	UK COMMUNITY FUNDRAISING ASSISTANT	Date profile last reviewed:	MAY 2022
Name:		Reports to:	UK COMMUNITY FUNDRAISING MANAGER

### MAIN SUMMARY OF ROLE:

The UK Community Fundraising Assistant will be an integral part of the UK Community Fundraising team providing extra capacity to make the team more effective. Tasks and responsibilities will include standardising processes, taking ownership of areas of fundraising allowing the team to focus on high value and face to face fundraising activity. The postholder will take responsibility for a number of areas of fundraising to be agreed with the UK Community Fundraising Manager.

### KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- Be the first point of contact for supporters and volunteers, updating CARE with new fundraisers.
- Support with the recruitment and development of regional volunteers.
- Monitor the challenge events inbox event inbox, update the website with new or filled placed and all associated admin.
- Act as a point of contact for external agencies.
- Work collaboratively with the Fund's digital marketing team to provide content for the monthly challenge events newsletter.
- Provide administrative support for the CFMUK.
- Provide stewardship journey for supporters with low fundraising targets, acting as a point of contact for all enquiries and thanking.
- Assist the CFR team at events and with preparation and set up at events.
- Monitor stock levels for gizzets, clothing, materials and prepare materials for events.
- Act as a point of contact for external designers.
- Provide support with the creation of creative products and branding.
- During busy periods of the year or annual leave ensure donations are being processed and thanked on time.
- Provide support at various events as required throughout the year.
- To ensure that all supporters and prospective supporters are managed on the CARE database and are appropriately updated in line with the Data Protection Act.
- To ensure your work and that of volunteers meets Institute of Fundraising and Fundraising Standards Board best practice guidelines.
- To signpost welfare enquiries directly to the relevant Fund welfare staff or external organisations
- To adhere to the Fund Staff Handbook with respect to all fundraising activities.
- Work collaboratively within the team and with other teams across the Fund particularly those working within the partnerships team to achieve fundraising targets and objectives.
- Perform such other tasks as the UK CFR Manager requires.

COMPETENCIES REQUIRED FOR THE ROLE	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>Delivering results and meeting customer expectations</li> <li>Relating and networking</li> <li>Working with people</li> <li>Planning and Organising</li> <li>Adhering to principles and values</li> <li>Adapting and responding to change</li> </ul>	<ul style="list-style-type: none"> <li>Presenting and communicating information</li> <li>Following instructions and procedures</li> <li>Achieving personal work goals and objectives</li> <li>Persuading and influencing</li> <li>Coping with pressure and setbacks</li> <li>Writing and reporting</li> </ul>
QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE	
<b>Academic or Professional Qualifications (or equivalent):</b>	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>Good level of educational attainment</li> </ul>	<ul style="list-style-type: none"> <li>A levels</li> <li>Institute of Fundraising certificate</li> </ul>
<b>Knowledge/ Experience:</b>	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>Experience of using computerised databases and experience of maintaining supporters contacts on a database</li> <li>Experience of working in a busy fundraising team</li> <li>Knowledge and experience of Microsoft Office packages</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods of fundraising</li> <li>Use of the CARE database</li> <li>Knowledge of the Royal Air Force</li> </ul>
<b>Skills/Abilities:</b>	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>Able to set deadlines and work to them</li> </ul>	<ul style="list-style-type: none"> <li>Good written and verbal communications skills.</li> </ul>
<b>Other Requirements:</b>	
<ul style="list-style-type: none"> <li>Travel to other Fund and UK locations. Evening, weekend and overnight stays (as appropriate).</li> </ul>	

### Signature

I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role.

Postholder's Signature:

NAME:

Line Manager's Signature:

NAME:

Date: