

Trussell Trust Job Description: Fundraising Assistant



Department: Fundraising

Responsible to: Supporter Relations Manager

Salary: £16-18k depending on experience

Level of job position: Administrator

Full-time / part-time: Full time 37.5 hours

Temporary / permanent: Permanent

Overall responsibility of the job:

The Fundraising Assistant will be the first point of contact for the Fundraising and Marketing & Communications teams. The main responsibilities for this role will be to process donations, maintaining the database and delivering high levels of customer care. The Fundraising Assistant will also work with the Supporter Relations Manager to provide support to the department on a range of tasks as required.

Specific responsibilities:

Administration and support

- Provide support to the department on a range of administrative tasks including, dealing with enquires (postal, telephone, email, social media), opening and sorting post and managing collection boxes
- Work with volunteers, arranging work for them and supporting them as needed
- Compile monthly reports of fundraising activity for all staff
- Support the Events Manager to explore new opportunities and organise specific events
- Work with the Supporter Relations Manager to ensure tasks are correctly prioritised and deadlines are met

Database and donation processing

- Process one-off and regular donations from both online and offline sources ensuring procedures are followed and information is recorded correctly onto the database
- Ensure the database is kept accurate and up-to-date by recording changes including mailing preferences, address details and financial information
- Support the Supporter Relations Manager to carry out data selections for internal and external campaigns, recording contact histories, campaign links and source codes
- Update mailing lists and recording bulk communications (e.g. e-newsletters) on the database
- Work with the events and corporates teams, and other areas of fundraising as required to ensure donations are processed correctly and supporters are thanked
- Support the Trusts & Grants team to record grants application information

Finance

- Input monthly and ad-hoc gifts from the bank statement
- Count cash donations and banking income

Supporter care

- Thank supporters and organisations such as schools and churches in a timely and courteous manner, and record these communications on the database
- Work to build relationships with donors in order to provide a high standard of customer care
- Write to regular donors who have reached an anniversary or stopped their donations

This is a new role and the post-holder will have a chance to shape it according to their skills and interests.

Requirements:

- 1 year's minimum experience using customer/donor databases. Ideally some of this experience would be from the not for profit sector
- 1 year's minimum experience in a customer service role. Ideally some of this experience would be from the not for profit sector
- Good attention to detail and high levels of accuracy
- Good working knowledge of Microsoft Office (Word, Excel and Outlook)
- Excellent customer service skills

Key Skills

- Excellent interpersonal skills
- Strong communication skills - both written and oral
- Good organisational skills
- High level numeracy skills
- IT literacy
- Ability to work under pressure
- Ability to work unsupervised
- Ability to work flexibly on own initiative or as part of a team, supporting fellow team members

Personal Attributes

- Positive, proactive approach to work and a good team player
- Ability to project the vision of The Trussell Trust
- Patience
- Sense of humour

The Trussell Trust is a charity founded on Christian principles which works to combat hunger and poverty in the UK. We all subscribe to the same values and hope that new team members will too, irrespective of belief or background.