

JOB DESCRIPTION

JOB TITLE: Fundraising Assistant

TEAM: Fundraising

POST HOLDER: Vacant

COMPILED: KA

DATE: Oct 2024

OVERALL PURPOSE OF THE JOB:

The Fundraising Assistant post will support the Fundraising Team in the effective and efficient delivery of its fundraising initiatives and activities.

Provide excellent administrative support across all areas of fundraising focusing on fundraising enquiries, supporter acknowledgement, event support, fundraising appeal support, community fundraising and in-memory giving, helping to manage and maintain strong donor relations.

Oversee the recording of the Fundraising Team's communications on the Trust's CRM system and champion the Team's best practice, learning and development.

We particularly encourage applications from people who are underrepresented within our sector, including people from minority backgrounds and people with disabilities. We are committed to creating a movement that recognises and truly values individual differences and identities.

REPORTING TO:

Grants and Philanthropy Manager

REPORTING TO POST HOLDER:

Fundraising Volunteers

OTHER WORKING RELATIONSHIPS:

Within the Organisation

- The post holder will work under the direction of the Grants and Philanthropy Manager and with all members of the Fundraising Team, PR & Comms Team, reserve field staff, HQ staff Members and Local Members Groups and Volunteers
- The post holder will work particularly closely with the Director of Development and Partnerships, Grants and Philanthropy Manager, Supporter Development Manager and Senior Philanthropy Officer

Outside the Organisation

- Representatives from a wide range of funding organisations including grant giving bodies, private and corporate charitable trusts, potential donors and statutory bodies.
- Members of the public
- The Wildlife Trusts UK Office

MAIN DUTIES:

Team wide administration

1. General team administration – setting up monthly Fundraising team meetings, organising agenda, recording and communicating actions, co-ordinating away days and providing assistance to the fundraising managers on tracking team expenditure and team administrative duties as and when required.
2. Working with the Supporter Development Manager and Senior Philanthropy Officer to provide administrative support for appeal campaigns and other special projects, working across the Membership, Finance and Fundraising Team.
3. Directly support the Director of Development and Partnerships with general administrative duties, diary management, arranging meetings, drafting correspondence, compilation of presentations and reports.
4. Provide administrative support for special NWT projects (including but not exclusive to NWT's Centenary Celebrations in 2026) booking meetings, recording and circulating actions and other general administrative duties to help ensure the smooth development and running of the projects.
5. Keep up-to-date with NWT's policies and procedures and best practice in fundraising, ensuring compliance with all relevant legislation including the Fundraising Regulator's Code of Practice and GDPR regulations.

Supporter Care

6. Help to manage and maintain strong donor relations by responding to enquiries by phone, email, post and in person on behalf of the Fundraising Team, being the team's first point of contact, promptly recording donations, generating and sending acknowledgement and thank you correspondence and ensuring the database is consistently up-to-date and accurate
7. Support the team's diverse range of fundraising activities by managing stock levels, assisting with stakeholder and supporter mailings, sending and logging event invites and rsvp's and liaising with fundraising volunteers to ensure they feel engaged and properly equipped to carry out their role.
8. Working closely with the Senior Philanthropy Officer, Supporter Development Manager and other Fundraising Officers, develop, support and co-ordinate valuable grassroots income streams including: -
 - Donation collection boxes
 - On-line giving schemes
 - Wildlife Gifts
 - Community and supporter-led giving and community fundraiser stewardship e.g. community and individual events and activities
 - In celebration giving - to include donations in memory, bench dedications
9. Assist with the organisation, preparation, and delivery of supporter and stakeholder events.

Database and Data Management

10. Maintain excellent electronic and paper records of correspondence, income and expenditure, ensuring that all relevant filing, the CRM system and income

monitoring systems are accurate and up-to-date to support the delivery of fundraising activities.

11. Provide administrative support to CRM system management tasks such as data cleaning, data imports and other similar tasks as required
12. Provide financial admin support for the Fundraising Team including monthly reconciliation of income, running regular income and expenditure reports to support the transfer of information between the Finance and Fundraising Teams.

OTHER DUTIES:

13. Ensure understand and adhere to all relevant NWT policies and procedures, especially with regard to health and safety.
14. Undertake other ad-hoc duties and tasks as agreed with/requested by the Grants and Philanthropy Manager and/or Director of Development and Partnerships
15. As a representative of the Trust who will be liaising with a range of external contacts, provide a good image and an accurate understanding of the Trusts mission and activities at all times

PERSON SPECIFICATION:

Essential

- Excellent organisational ability to effectively administer the office environment for several members of staff and volunteers
- Experience of working with CRM systems, or a good understanding and experience of relational databases including reporting and data selection
- A clear understanding of data protection regulations and GDPR
- Able to demonstrate a logical and methodical approach and the ability to develop and implement processes and procedures
- A strong team player who is flexible, enthusiastic, self-motivated, reliable and target driven
- Experience of relationship management or customer facing roles
- Good communication skills at all levels using various mediums, both inside and outside the organisation
- Good numeracy skills, with some experience of working with budgets and income reporting
- Computer literate, confident in the use of Microsoft Word, PowerPoint, and Excel
- A positive attitude to all work requests, guidance and supervision with an acceptance and willingness to undertake training to develop personal and business skills

- Driving licence or ability to travel to remote locations not served by public transport

Preferred

- An interest in and understanding of wildlife and conservation particularly in the context of the work of the Norfolk Wildlife Trust
- Experience of fundraising (corporate, major donor, events, legacies, appeals and/or community fundraising)

OTHER RELEVANT FACTORS OF THE JOB:

- May be expected to work unsociable hours on occasions (e.g. attending meetings/events/ travelling outside normal office hours).
- May be expected to use own transport on NWT business on occasions when an NWT vehicle/public transport is not available (for which reimbursement is given). You must have car insurance that covers "business use".