

## Role Profile

<b>Job Title:</b>	Fundraising Assistant
<b>Based:</b>	The Stables
<b>Hours:</b>	Full Time – 37 hours per week
<b>Contract:</b>	Fixed Term – 12 months with scope for extension
<b>Reporting to:</b>	Fundraising Manager
<b>Remuneration:</b>	£20-£22K pa FTE, plus benefits depending on experience

### Job Purpose:

To support the Marketing and Fundraising team, primarily supporting Fundraising administration and activities across community and corporate fundraising to ensure that good relations are maintained with all Launchpad supporters. The Fundraising Assistant will undertake the financial administration and recording of income received into the fundraising portfolio. The Assistant will also be the first point of contact for the team ensuring Launchpad delivers high levels of supporter care and all interactions are recorded in line with Launchpad policies and procedures.

## Key Responsibilities

### Marketing and Fundraising team administration

- Coordinating Launchpad's CRM system (ThankQ) and ensure data accuracy including:
  - new donor details, communications with supporters, giftaid and mailing preferences
  - championing data cleansing and monthly de-duplicating of contacts
  - overall 'stewardship' of ThankQ, including GDPR compliance
  - Support the team to carry out data selections for internal and external campaigns, recording contact histories, campaign links, source codes and bulk mailings
- Coordinating all general fundraising enquiries including phone calls, fundraising email inbox, diverted queries from the enquiries email inbox, post, front door visitors and relevant social media enquiries
- Compiling the agenda for bi-weekly Marketing and Fundraising meetings and note taking to ensure they are recorded correctly and actions logged
- Coordinating fundraising resources including:
  - collection tin tracking and return
  - monitoring stock levels and resources (including merchandise) and ordering as needed
  - organise and maintain event boxes and resources for staff, charity ambassadors and event volunteers
- Maintaining up-to-date filing systems, both manual and electronic as appropriate

## **Finance administration**

- Processing all physical donations received (cash and cheques) in accordance with Launchpad's Cash Handling Policy including:
  - accurately counting and processing cash / cheques
  - working with the Finance team to log all cash and cheques received and manage the bi-weekly finance reconciliation
- Processing all one-off and recurring donations received through the Launchpad website and other third party platforms (JustGiving, VirginMoneyGiving, CAF etc) in accordance with Launchpad's financial policies
  - working with the Finance team to log all relevant income from third party platforms accurately and manage the bi-weekly finance reconciliation
- Help to manage Launchpad's CRM system (ThankQ) to ensure information entered is accurate and up to date
- Logging all income accurately and ensuring supporters and donors are thanked in a timely manner in line with their communication preferences

## **Support with events and third party fundraising**

- Delivery and logistical support of Launchpad's major annual fundraising events
- Assist with booking venues and liaising with contributors
- Assist with communications to attendees; event registrations / ticket sales etc.
- Liaising with Launchpad volunteers to support our key events
- Support team with any relevant campaign administration or fundraising event logistics
- Lead on customer service and supporter engagement to ensure all our participants have an enjoyable experience
- Represent Launchpad at events as advised by the fundraising team
- With the Fundraising Officer, co-ordination of fundraising volunteers and Charity Ambassadors

## **General**

- Assist in raising awareness of homelessness, and the needs of homeless people in the wider community
- Conduct tours of our offices for visitors as requested to showcase Launchpad and the work we do
- Represent Launchpad at external meetings in a positive and professional manner
- Proactively promote Launchpad within Reading to other organisations and partners
- Work flexible hours as necessary to meet the needs of the service
- Assist with the development of policies, procedures and practices in relation to Departmental activities
- Attend and participate in internal and external meetings, reflective practice, group briefings, 1-to-1's and annual reviews, and qualifications and training courses etc where appropriate
- Observe Launchpad's values of Respect, Empower, Integrity and Influence by working positively as part of a team promoting a working culture where all are valued and encouraged
- Operate within the framework of policies and procedures adopted by Launchpad

- Carry out any other reasonable duties as delegated by the Fundraising Manager or Fundraising Officer to ensure the smooth running of the organisation and team

## **Person Specification**

### **Knowledge, Skills and Behaviours**

- Strong planning and organisation abilities
- Good attention to detail
- Excellent IT skills including Microsoft Office suite (Word, Excel and PowerPoint)
- Numerate and comfortable working with financial information
- Ability to manage time and prioritise to meet deadlines in a fast-paced environment
- Great interpersonal skills – both written and oral
- Completer / Finisher
- A professional, approachable and empathetic manner
- Understanding of the importance of adhering to data protection guidelines
- Willingness to work flexibly and attend some evenings and weekends events
- Willing and able to learn new systems and processes as necessary
- Willing and able to work independently and collaboratively as part of a small team
- Project management skills (desirable)

### **Experience**

- Well-rounded office practice experience providing team support / office administration including finance administration
- 1 year's minimum experience in a customer service role , ideally gained within the Not for Profit sector
- Use of CRM systems– customer or donor database – ideally gained within the Not for Profit sector

### **Education, Qualifications and Training**

- 5 GCSEs including English and Maths at grade C or above