

JOB DESCRIPTION

Job Title	Fundraising Assistant
Grade	Scale 4
Department	Fundraising & Communications
Reports to	Senior Community Fundraising Officer
Job Location	London office, Greenwich
Duration	9 month contract
Working Hours	Full time (37.5hrs per week)
Salary Band	£22,879 - £25,076

JOB PURPOSE

For almost 40 years, across nearly 50 countries, Action Against Hunger has led the global fight against hunger. We save the lives of children and their families. We are there for them before and after disaster strikes. We enable people to provide for themselves, see their children grow up strong, and build prosperous communities. In 2017, Action Against Hunger reached over 20 million people.

We are looking for a personable multi-tasker to join our Community Fundraising team to support the delivery and growth of Action Against Hunger's challenge events & public fundraising activities. The role holder will assist the team with their administrative and supporter care duties in order to help them achieve agreed annual income targets and provide a high standard of care to Action Against Hunger's supporters.

The role holder will assist with a broad range of tasks relating to student fundraising activities, Community fundraising initiatives such as schools fundraising and our upcoming run, cycle and trek challenges such as the London Marathon and Tough Mudder. These include budget monitoring, creation of fundraising support materials, database work and regular correspondence with fundraisers and donors, with opportunities to assist with on-the-day event delivery.

This is a great opportunity for someone looking to gain knowledge and experience of challenge events and community fundraising. The role would suit an organised, proactive person who has an eye for detail and enjoys a varied workload within a busy team.



KEY DUTIES AND RESPONSIBILITIES

To assist the Community team with income/expenditure tracking and recording tasks, enabling them to provide a high standard of reporting to donors, partners and participants and ensure their support is appropriately recognised.

To assist the Community team with the maintenance of accurate, up-to-date supporter records on The Raisers Edge database. (Training will be provided if necessary.)

To assist the Community team in their correspondence with fundraisers, participants and donors, to ensure they have the support and materials they need to reach their fundraising goals and have a positive supporter experience with Action Against Hunger.

To assist with the production and management of promotional and fundraising support materials for the team's upcoming fundraising events.

To support the student fundraising team in organising fundraising opportunities for our student fundraisers to participate in, including raids, street collections and bag packs.

To assist the student fundraising team in providing supporter care for student challenge participants online, over the phone and face to face as appropriate.

To support the delivery of our schools fundraising programmes including materials production and representing the charity at school-based events.

To assist with recruitment activities for Action Against Hunger's portfolio of challenges, contacting enquirers to maximize sign-ups and ensuring enquirer data is recorded on Raisers Edge.

To provide logistical support to members of the team in relation to upcoming challenge events.

To support other Fundraising Teams within the Public Engagement unit if the demands of the business requires.

To be an enthusiastic and passionate advocate of Action Against Hunger, promoting and communicating our key values, mission and impact to our Community Fundraising audiences.



DIMENSIONS

The role holder will line report to the Senior Community Fundraising Officer.
A willingness to work flexibly, sometimes remotely, and to occasionally attend events outside of core hours/weekends would be expected.
You will be expected to undertake other duties that are commensurate with this role/grade.

DECISIONS AND JUDGEMENT

The job involves working within the overall policy of the organisation.
The post holder will receive direction from the Senior Community Fundraising Officer and input from other project managers within the team when supporting them with the delivery of their specific projects.
Decisions relating to supporter care and participant communications will need to be approved by the Senior Community Fundraising Officer, in line with the agreed communication plan for each event or campaign.
The work involves using discretion and initiative within the scope of the tasks the role holder is responsible for.

PERSON SPECIFICATION

Qualifications / education required

Essential	
Desirable	<ul style="list-style-type: none">▪ Educated to a degree level or equivalent experience gained

Experience required

Essential	<ul style="list-style-type: none">▪ Experience of providing a high standard of service in a customer service or supporter care environment▪ Experience of multi-tasking and prioritising activities▪ Experience of working under pressure and to tight deadlines▪ Experience of working in a team▪ Experience of working with the Microsoft Office suite
Desirable	<ul style="list-style-type: none">▪ Knowledge or experience of fundraising through events▪ Knowledge or experience of student fundraising activities▪ Knowledge or experience of challenge events



- Knowledge or experience of supporting individuals or groups to achieve their fundraising goals
- Experience of working with a database (training on Raisers Edge will be provided)
- Experience of monitoring a budget
- Experience of creating solutions or responses to problems in a customer or supporter facing environment

Competencies required

Excellent written and verbal interpersonal and communication skills

Comfortable making phone calls to contacts and enquirers who are new to the organisation

Highly organized in order to effectively and efficiently maintain a busy, varied workload and competing priorities

Good numeracy skills

Strong attention to detail

Ability to show initiative

Solutions-oriented, with good problem-solving skills

Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect

Displays a positive attitude about the work to be done, co-workers, customers, management, and employer policies

Committed to Action Against Hunger's goals, values, mission and code of ethics

Agreed

Date

04 September 2019

Authorised

Reviewed on