**Job Description**

**Title**: Fundraising & Communications Assistant

**Hours:**  37.5 hrs

**Reporting to:** Head of Fundraising and Communications

**Accountable to**: Head of Fundraising and Communications

**BACKGROUND:**

CHUMS is a leading social enterprise and charity delivering mental health and emotional wellbeing services to children and young people. In order to deliver its work, CHUMS needs to generate income from a variety of sources including fundraising events, engaging with people in the community to fundraise for our work and lead on fundraising events to raise income.

**JOB OVERVIEW:**

Work effectively as a member of the Fundraising Department, supporting all fundraising activity through administrative, analytical and research support and through interaction (in person and in written form) with supporter, prospective supporters and other key stakeholders.

Act as a helpful and knowledgeable “front-line face” of CHUMS dealing with supporters, current and ex-service users and their relatives, volunteers, Trustees (of both CHUMS CIC and CHUMS Charity) and all colleagues and external consultants within the CHUMS staff base.

**JOB PURPOSE:**

This role is based within the Fundraising Department at CHUMS and is responsible for providing a variety of administrative tasks, analytical reporting and supporter led communications in order that the fundraising activities of CHUMS are maximised and understood. Also to ensure that supporters, once they engage with CHUMS are well looked after and encouraged to continue to support our work. All of this to be delivered with the values of CHUMS at the heart of each activity – accessible, compassionate and effective.

As the Fundraising & Communications Assistant you will be responsible for a variety of administrative and processing tasks in support of the wider fundraising strategy.

**DUTIES AND RESPONSIBILITIES:**

To work closely with the CHUMS Fundraising Team and other colleagues as necessary to provide support across the team’s activities on recording and administering the activities of the team, overseeing the use of the fundraising database and developing, alongside the Head of Fundraising, the supporter journey for the range of financial supporters to the charity.

This will include:

* Providing administrative and clerical support for all internal fundraising meetings (taking minutes, arranging meetings, diary management etc, as appropriate) and equally support external fundraising events and activities as required, including thanking donors promptly.
* Leading on the banking and processing of donations, ensuring income is efficiently banked and recorded and that all the online donations (JustGiving, online fundraising pages, Memory Giving and Charity Checkout) are properly administered and reconciled with the Finance Team along with other financial reconciliation processes.
* With support from the Head of Fundraising and the Finance Team ensuring that gift-aid claims are regularly processed and that all opportunities for gift-aid contributions are maximised (e.g. ensuring that materials have the most up to date opt-in data capture information and gift-aid opt-ins and details recorded on database accurately).
* Keeping accurate and up-to-date records of income and activities on the fundraising database, ensuring that all substantive communications are recorded and support Fundraising colleagues in utilising the database for their activities as appropriate. Organise basic training for members of the team so that they can access and retrieve donor information.
* Using the database and in consultation with Fundraising and Finance Team colleagues, provide analysis and statistical information on fundraising activities and supporters, ensuring that colleagues have the information to make sure communications, asks and relationships with each supporter are maximised.
* Proposing changes and more effective ways of carrying out the administrative activities of the fundraising team and work with colleagues to develop improved systems and processes.
* Responding to and/or pass over fundraising enquiries (email, telephone, web enquiries) to ensure that they are dealt with promptly and recorded appropriately. Keep the events folder up to date with input from all fundraising colleagues. The folder should be accessible for colleagues to use when wishing participants good luck etc.
* Working with your line manager and in consultation with the Media & Marketing Manager and others, develop a supporter journey to ensure regular and inspirational communications are delivered to our supporters, including, but not limited to the creating, production and distribution of our Supporter Newsletter and other opportunities to market CHUMS as a charity in need of voluntary income. The waiting room needs to be kept updated on forthcoming events and income received versus target.
* Providing support to the fundraising team by way of research into potential donors (individuals, groups, clubs, associations, corporations) along with competitor analysis and wider fundraising trends.
* Working with the Events and Corporate Community Fundraising Managers to co-ordinate a programme of collections and promotional stalls throughout the year and identify similar opportunities to be explored.
* Providing support to the annual calendar of fundraising events by way of supporting the development of materials, ensuring collection buckets and other items are available for staff and supporters to use at their events, support the Events & Corporate Community Fundraising Managers, as necessary, in co-ordinating volunteers for event and collections and make sure that all the data is accurately recorded in a timely fashion. Keep a current log of all buckets and tins alongside input from all team members.
* Working with the Head of Fundraising and the Media & Marketing Manager, ensure that all written communications and materials comply with the brand guidelines and appropriate legislation, including data protection.
* Where necessary, ensuring the safe collection, transportation and depositing of donations made on or off site in accordance with standard procedures.
* Undertaking any other duties as may be reasonably requested by your line manager, including attendance at events out of hours or at the weekend.

**KEY RELATIONSHIPS:**

*Internally:*

Line Manager – Head of Fundraising & Communications

Head of Department – Head of Fundraising & Communications

CEO

Executive Team

Trustees of CHUMS CIC and CHUMS Charity

Colleagues in Fundraising

Colleagues delivering CHUMS programmes for children and families

*Externally:*

Clients – i.e. the children and families CHUMS supports

Volunteers (both fundraising volunteers and CHUMS programme volunteers)

Supporters

Third party suppliers

General public

**PERSON SPECIFICATION**

This is an entry level role suitable for an individual with excellent administrative skills and an interest in developing a career in fundraising within a not-for-profit environment.

**Essential**

* Experience of administrative and clerical work, with high levels of accuracy and efficiency – proficient in Microsoft Office Word, Powerpoint, Excel and Outlook
* Exceptional organisational skills, with experience of developing filing systems and other systems and processes to enable the smooth running of the office/function
* Experience of customer interaction, with exceptional communication and follow up skills, including written communications
* Numeric skills and ability to work with financial information
* Adaptable and flexible approach to work, with a proactive, can-do attitude
* An ability to work independently and seize opportunities.
* Good level of analytical and written skill – fluent in written and spoken English with strong presentation and persuasion skills.
* Experience of databases/CRMS and ability to run reports from the data
* Ability to research and explore information and summarise opportunities and results in a succinct and creative way
* Ability to manage time effectively and meet deadlines.
* Highest standards of honesty, integrity and commitment to confidentiality at all times
* Understanding of, and commitment to, the objectives of CHUMS

**Desirable**

* Experience of working in the non-profit sector or children’s mental health sector.
* Experience with editing websites, use of Microsoft Publisher and/or other production software
* Experience of fundraising at a community level
* Experience of self generating communications to multiple and group audiences

**GENERAL TERMS AND CONDITIONS**

**Variation**

This job profile is not intended to be a complete list of duties and responsibilities but as a guide for information to the job and may be reviewed as part of an individual’s personal development plan. Any changes will be made following discussion with the post holder.

The post holder will be expected to undertake ongoing personal and professional development in line with the responsibilities of the post.

**Equal Opportunity**

All employees must comply with CHUMS CIC Equal Opportunity Policy and must not

discriminate on the grounds of race, colour, nationality, ethnic or national grounds, disability, family responsibilities, gender, marital status, religion or sexual orientation on any other grounds which cannot be shown to be justifiable.

**Health and Safety**

All employees are subject to the requirements of the Health & Safety at Work Act. The post holder is required to ensure that his/her work methods do not endanger themselves or others.

**Data Protection/Confidentiality**

All employees are subject to the requirements of the Data Protection Act 1998 and must maintain strict confidentiality in respect of patient and staff records and information.