**Job Description**

**Title**: Fundraising & Communications Assistant

**Hours:**  37.5 hrs (poss 30 hours over 5 days)

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

**Accountable to**: Interim Charity Director

**BACKGROUND:**

CHUMS Charity raises funds for CHUMS a leading social enterprise who deliver mental health and emotional wellbeing services to children and young people and adults. CHUMS charity generates 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, including office and record administration, events support and social media work, communicating with supporters, prospective supporters and other key stakeholders.

The postholder will act as a helpful and knowledgeable “front-line face” of CHUMS charity dealing with supporters, current and ex-service users and their relatives, volunteers, Trustees and all colleagues and external consultants within the CHUMS staff base.

**JOB PURPOSE:**

This role is based within the Fundraising Department at CHUMS Charity and is responsible for providing a variety of administrative tasks, analytical reporting and supporter led communications in order that the fundraising activities of CHUMS Charity 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 is to be delivered with the values of CHUMS Charity at the heart of each activity – accessible, compassionate and effective.

As the Fundraising and 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 administrative and clerical support for fundraising, including attending meetings (taking minutes, arranging meetings, diary management etc, as appropriate).
* Supporting external fundraising events and activities, not only administration, but also helping to run events and engaging those attending, with evening and weekend working, as required.
* Communications support, such as social media, including monitoring accounts, events and fundraising posts, engaging people online and monitoring analytical data, as well as associated communications work, such as creating and distributing posters, flyers and other material.

This role will include:

* 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.
* 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 and 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 and 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

Charity Director

CHUMS CEO

CHUMS Operational Board

Trustees of CHUMS Charity

Colleagues in Fundraising

CHUMS Service Managers

Colleagues Across CHUMS

*Externally:*

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

Volunteers (both fundraising volunteers and CHUMS programme volunteers)

Supporters

Third party suppliers

General public

**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.