

Job Description: Fundraising Assistant

Responsible to:	Fundraising and Marketing Manager
Hours of Work:	18 hours (to be worked over 5 days) occasional weekend and evening work required
Salary:	£17,000 - £18,500 pro rata (dependent on experience)
Contract:	Initial 6 month contract

The Northampton Hope Centre is a progressive anti-poverty charity that works to improve the lives of anyone affected by poverty, especially homelessness, through services, training, campaigning and advocacy.

This is an exciting opportunity to join a brilliant fundraising team and a fantastic opportunity for someone wanting to start a career in fundraising.

Purpose of the Job

This new role within the fundraising team and is vital to support the development of the Hope Fundraising strategy. You will be an integral part of the amazing Hope Fundraising team supporting all aspects of fundraising administration and income generation.

The post holder will be involved in all aspects of fundraising activity, provide an administrative and information service as assigned by the Fundraising Manager, thus supporting the team to enable growth in income by responding to enquiries and providing a high standard of customer service to staff, managers, supporters and members of the public.

The role will have their own income generation budget based initially around developing Individual Giving.

Main Responsibilities

The post holder will

- Support income generation across the Northampton Hope Centre, this post will be a vital link between the community and the organisation.
- Produce written correspondence such as letters, reports and marketing material other documents as required.

- Undertake specific fundraising activities as necessary to support the department's income generation and support activity.
- Provide a high quality telephone response service to internal and external stakeholders in an efficient, effective and professional way in representing the fundraising department to the public.
- Develop an understanding of and relationships with our supporter base.
- Maintain an efficient record keeping system for the team, including our online CRM system.
- Update social media in line with corporate guidelines.
- Visit supporters throughout the area and attend events and income generation activities.
- Manage and develop fundraising volunteers both within the office and throughout the community

PERSON SPECIFICATION

The Post holder should

- Possess excellent communication skills. Experience of successfully working in a customer focussed environment is preferable, with well-developed verbal communication skills to deal effectively, efficiently and appropriately with internal and external stakeholders.
- Have a proven ability to form good working relations, both internally and externally with people at all levels
- Be able to work on own initiative and to meet objectives and tight deadlines under pressure
- Be computer literate. Knowledge of E-tapestry would be advantageous but not essential.
- The Post Holder MUST have a full driving license.

It would be desirable if the candidate had some experience in the fundraising environment.

This job description may vary from time to time according to the needs of the charity and should be regarded as a flexible specification.