



Job Title: Fundraising Assistant

Salary: £25,875

Contract: Full time – 37.5 hours per week

Contract Type: Permanent

Location: ACCORD Hospice (covering Renfrewshire and parts of East Renfrewshire)

Reports to: Senior Fundraiser

Closing date: 5pm, Friday 4th July

Interview date: w/b 21st July

Job Purpose

This role will sit within the ACCORD Hospice Fundraising Team, which raises funds from a variety of sources including individual donors, companies, schools, trusts, events, legacies and by supporting individuals and groups with fundraising and raising awareness for the hospice within their local communities and companies.

The Fundraising Assistant will provide administrative, logistical, and operational support to ensure all fundraising events, campaigns, and activities run smoothly. Working closely with the wider team, they will help build relationships with fundraisers in the local community, corporate partners, and community groups, contributing to the growth of income streams that help fund hospice services. They will also support with event coordination, data management, supporter communications, and volunteer supervision, ensuring that all fundraising activities run efficiently and align with organisational goals.

This role is an excellent opportunity for anyone interested in developing a career in fundraising or event management. You will be an effective communicator with exceptional interpersonal skills and a professional and confident manner. This is a very varied role, and you will enjoy working in a fast-paced working environment and building effective supporter relationships. You will be a team player who can work proactively as part of a small and dynamic team, and independently.

Key areas of responsibility

Fundraising and supporter engagement

- Monitor the fundraising inbox and act as the first point of contact for all fundraising enquiries (via telephone, post, website, email, in person), from individuals, community groups, schools and companies, while always ensuring excellent customer service.

- Support our local fundraisers with their activities to ensure they have everything they need, attend events to support where appropriate including cheque presentations and help them to generate publicity for their activities.
- Contact supporters who set up third party fundraising pages (e.g. Just Giving) to provide support with their fundraising.
- Assist the Fundraising team with production of fundraising packs, sponsorship forms, letters of authority, certificates etc.
- Assist with the organisation and delivery of fundraising events, including helping to create leaflets/social media content to promote event, managing enquiries, liaising with supporters, sourcing raffle/auction prizes, managing volunteers and generally supporting with the successful delivery of events.
- Support with updating website and creating content for social media.
- Contribute towards the development of key fundraising appeals, campaigns and events.
- Assist the Fundraising team by using the Raiser's Edge CRM database to develop and manage supporter relationships (training will be provided for this).

Financial and administration

- Handle general telephone and personal enquiries regarding donations or other fundraising issues.
- Be responsible for accepting and processing donations in the community or in the hospice.
- Support the Fundraising team by maintaining effective recording of all donations, events, supporters and volunteers on our database.
- Maintain and monitor stocks of fundraising materials and merchandise (e.g. leaflets, information packs, tins, buckets, stickers), reorder when necessary and send fundraising materials out to supporters.
- Coordinate and manage collection cans placed in shops in the community.
- Support with gathering feedback from fundraising activities and producing reports that will be used to design future activities.
- Provide administrative support to the Fundraising team as/when required.

Other

- Work alongside and in co-operation with the Fundraising team and other administrative and clinical staff.
- Work within ACCORD policies and procedures contributing to the delivery of an effective fundraising and communications service that promotes our mission, vision and purpose.
- Be aware of and comply with all relevant hospice policies and procedures including those relating to health and safety, fire safety, data protection, IT and standing financial instructions.
- Take responsibility for personal and professional development to meet the changing demands of the role.
- Maintain an up-to-date knowledge of charity legislation and government initiatives relating to the non-profit making sector and work within the Fundraising Regulator Code of Practice and General Data Protection Regulations.

Person specification

EXPERIENCE

Essential:

- Experience of working in an administration, fundraising or sales/customer-facing role.
- Experience of building and maintaining strong relationships.
- Experience of working within a team and individually to achieve success.

Desirable:

- Experience working in a charity environment
- Experience working with volunteers.
- Experience of using a fundraising or CRM database.

SKILLS & ABILITIES

Essential:

- Good verbal and written communication skills, ability to liaise with people at all levels, on the telephone, face to face and in writing.
- Digital mind-set with good IT skills and proficient experience of using Microsoft packages.
- Excellent people and customer service skills.
- Able to engage with supporters and families in support of their fundraising activities.
- Demonstrable initiative and determination.
- Excellent attention to detail and accurate record keeping.
- Ability to prioritise tasks and manage a busy workload.
- Driving licence.

Desirable:

- High level of computer literacy.
- Experience of using Canva.
- Able to provide good stewardship to supporters

KNOWLEDGE

Essential:

- Understanding of general office systems and procedures.

Desirable:

- Knowledge of fundraising activities.
- Knowledge and understanding of GDPR and compliance.

Additional info

- This role requires some flexibility. The post holder must be able to support fundraising activity and attend hospice fundraising events which will include some evenings and weekends. These will be agreed in advance and time off in lieu will be given.
- This job description is not exhaustive and may be amended as necessary. Other duties within the general level and scope of the post may be required.