

## Job description

### Fundraising Assistant

Based at: Coeliac UK Head Office, High Wycombe.  
Contract Type: Permanent  
Salary: General Admin 6.2-6.3

The role: The Fundraising Assistant plays a vital role in supporting the fundraising team and contributing to income targets through excellent stewardship of Coeliac UK's fundraisers and donors. The Fundraising Assistant makes sure that everyone who wants to fundraise to ensure no life is limited by coeliac disease has a great experience doing it. This is an excellent role for an individual looking to start a career in the charity sector, with or without prior fundraising experience.

### Key responsibilities

Supporting the fundraising team with admin tasks as required including:

- **Fundraising Packs:** Collate and send out fundraising packs to supporters.
- **Fundraising Queries:** Answer queries from supporters with professionalism and empathy. Responding to telephone, web and email enquiries.
- **Supporter Communications:** Send thank-you letters and certificates to donors, maintaining excellent relationships and supporting our growing community of fundraisers as they take on epic challenges.
- **Data Management:** Update supporter details on the CRM ensuring all activities are recorded. Work across various income platforms to ensure fundraising pages and donations are correctly coded, including JustGiving and Enthuse.
- **Case Studies:** Keep the "Share Your Stories" log, images and consent forms up to date, ensuring a pipeline of fundraisers stories for the website and digital channels.
- **Merchandise and Shop Products:** Ensure shop orders are imported to the CRM and stock levels are maintained. Manage the store cupboard and prepare and log shop products for events.
- **Incoming Post:** Handle incoming mail and support with efficient logging of mail returns in the CRM database.
- **Event Participation:** Attend events where necessary and support cheer squads, putting together goody bags and assisting with event logistics.
- **Donation Processing:** Accurately recording cheques, cash, and credit card donations taken over the phone, and updating the CRM accordingly.
- **Gift Aid Management:** Scan Gift Aid declarations and log them in the CRM.

### Knowledge, skills and experience

- **Customer Care Experience:** Previous experience in supporter or customer care roles is essential.
- **Organisational Skills:** Ability to plan and prioritize workload effectively.
- **Communication Skills:** Exceptional written and verbal communication skills, with the ability to engage confidently with supporters.

- **Interpersonal Skills:** Strong interpersonal abilities to connect with supporters face-to-face, over the phone, and online.
- **Attention to Detail:** High level of accuracy in all tasks, particularly in data entry and communication.
- **Self-Motivation:** Ability to work independently and manage time efficiently.
- **Technical Skills:** Proficient in Microsoft Office (Outlook, Excel, Word) and experience with databases.
- **Enthusiastic Team Player:** Willingness to collaborate within a lively and friendly team environment.

## Competencies

<b>1: General profile</b>
Typically a graduate or equivalent once in a contributory role
Does not include new graduates unless they go straight into contributory role
May be working towards relevant professional qualification
Depends on others for instruction, guidance and direction but able to take responsibility for their own work, and use initiative
<b>2: Technical expertise; building &amp; maintaining</b>
Develops skills in basic theories, practices and procedures in one skill area through formal training
<b>2: Technical expertise; applying &amp; anticipating</b>
Able to apply basic knowledge/skills to own work
<b>3: Client/organisation orientation; client response</b>
Responds to standard client requests
<b>3: Client/organisation orientation; organisation understanding</b>
Understands relationships between work processes and the organisation but horizons limited to own team
<b>3: Client/organisation orientation client response; costs</b>
Is aware of costs related to own work
<b>4: Creating &amp; delivering solutions; problem solving</b>
Uses existing, clearly defined procedures to solve routine problems
<b>4: Creating &amp; delivering solutions; planning &amp; organising</b>
Manages own time to deliver against tasks set by others, with a short term horizon
<b>5: Working relationship; communicating, negotiating &amp; influencing</b>
Asks questions, checks for understanding, provides explanation clearly and precisely
<b>5: Working relationship; teamwork, coaching &amp; guiding</b>
Works co-operatively with others to achieve team goals
<b>5: Working relationship; networking</b>
Builds stable and useful working relationships

This job description is not intended to be an exhaustive list of duties to be performed by the employee. This job description may be altered to reflect the needs of the charity.