Versus Arthritis

Job description

Job title: Public Fundraising Assistant

Reports to: Head of Public Fundraising

Department: Public Fundraising

Directorate: Income and Engagement

Our vision

A future free from arthritis.

Our mission

We won’t rest until everyone with arthritis has access to the treatments and support they need to live the life they choose with real hope of a cure in the future.

To deliver our mission we invest in world class research, deliver high quality services and campaign on the issues that matter most to people with arthritis. We have developed an ambitious five-year strategy, complimented by our research strategy to help us achieve our vision and mission.

**Our values**

We are United, Compassionate, Inclusive and Brave in all that we do.

**Directorate overview**

The Income and Engagement Directorate drives action across audiences to transform awareness of arthritis, build the charity's profile and develop a strong, active and loyal community of support. The directorate brings together traditional fundraising streams, earned income opportunities and strategic communication planning to maximise engagement with our supporters to deliver on our goal to be a sustainable organisation.

We are responsible for brand, marketing, communications and content together with targeted income propositions. Alongside putting people with arthritis at the centre of our work, we use insight, evidence and a test and learn approach to create and refine everything we do.  We are fortunate that 80% of our supporters are made up of people living with arthritis. We inspire and motivate people and partnerships to get us nearer to our shared vision of a future free from arthritis.

Job purpose

This role will work alongside one other Public Fundraising Assistant to provide high-quality administrative support across the Public Fundraising team, with some matrix support to teams in Innovation, Performance and Trading teams as required.

Main duties

* To be the first point of contact for both existing and new supporters who respond to our fundraising activities, and often be the first voice our supporters hear on the phone, or via email.
* Being first point of contact across the team for queries from colleagues in other teams and suppliers, including logging expenditure, raising purchase orders and stock management.
* Respond to fundraiser and donor enquiries via email, phone, social media or point in a warm manner, meeting our service level agreements (SLAs) effectively manage the team inboxes, ensuring enquiries are triaged correctly and all emails are categorised and filed accurately.
* Pulling data from various platforms e.g. Bequeathed, JustGiving, Free Will Network, MuchLoved, setting up associated records in the organisation’s CRM (Access ThankQ) and sending comms out to these supporters via email or post as applicable.
* Collate and send out, or trigger send out with suppliers, packs requested by supporters, proactively looking for ways to deepen engagement with the charity and improve systems and process.
* Support the team with data tasks such as checking data files for accuracy, spot checking records on ThankQ, source code requests, regular uploading of data files to email platforms etc.
* Administrative support with mailings, campaigns and projects including scheduling, receiving schedules from suppliers, booking in review times with colleagues etc.
* Ensure supporters’ data is recorded and maintained accurately across all systems (such as database, online fundraising platforms) including supporter details, communications, consent statement and income coding.
* To embrace, embed and deliver the organisational values, commitments, and culture throughout all activity.
* To ensure all designated training is completed and all activity is delivered in line with organisational policy and practice.
* To embrace a safeguarding culture where everyone has responsibility for the safeguarding and wellbeing of vulnerable adults and children.
* To undertake any other duties as appropriate to the role and organisational requirements.

Key stakeholders and relationships (internal/external)

* Public Fundraising team.
* Innovation, Performance and Trading team.
* Supporter Care team.
* External suppliers and agencies.
* ThankQ database team.

End of job description. Person specification on following page.

Versus Arthritis

Person specification

Experience and knowledge

* Experience in a supporter or customer facing role.
* Working in a busy office environment, supporting multiple teams.
* Experience of working to high levels of accuracy and with excellent attention to detail, with knowledge of manipulating data captured from third parties to export into the database.

Skills

* Computer literate including Outlook, Word and Excel – high level of Excel knowledge would be an advantage.
* Excellent communication skills, both verbal and written.
* Strong interpersonal skills including the ability to develop and maintain key relationships with a soft and centred approach.
* Strong numeracy skills with a keen eye for detail and quality.
* Dealing with high volumes of data and enquiries.
* Working to agreed key performance indicators (KPIs – Key Performance Indicators) and impact reporting measures.
* Able to work flexibly, prioritising workloads and switching across duties as required.

Desirable experience, knowledge and skills

* Experience of working within a fundraising environment (particularly administration and data processing).
* Importing large volumes of data, which often require manual intervention.

Criminal Record Check

Versus Arthritis is committed to keeping children, young people and vulnerable adults safe from harm. We will undertake safer recruitment practices and relevant checks applicable for the role.

This role DOES NOT require a Criminal Record check.

End of person specification.