



Job Title:	Fundraising and Communications Assistant
Salary:	£25,000 per annum (£28,750 with London weighting) + benefits
Location:	Hybrid working, minimum of 2 days in the London office
Reports to:	Fundraising Manager – Corporate and Philanthropy
Responsible for:	No direct reports

Role purpose

The postholder for this role will work across the whole of Fundraising & Communications team, providing administrative and operational support to enable fundraisers to be as efficient as possible and raise the money required to meet the charity's ambitions.

Donors and supporters include individual donors; major donors; corporate partners; and charitable trusts and family foundations.

The postholder will develop and maintain both internal and external contacts and will need a thorough understanding of the work of James' Place.

Principal accountabilities

Fundraising Administration – 65%

- Ensure all donations are processed quickly, correctly, and donors are thanked in a timely manner. This includes online donations (including the website, CAF and Just Giving) and logging gift information, and claiming Gift Aid.
- Manage the receipt, recording and acknowledgement of donations received by the London centre and national fundraising activities, working with other centre staff on the development of administration procedures.
- To assist the fundraising team with some financial functions such as reconciling the bank statement between fundraising and Finance, ensuring that donations are correctly coded.
- Monitor the fundraising inbox, acting as first point of contact for a wide range of enquirers and supporters, including some high-profile individuals and sending timely follow ups on queries and maintaining a professional approach at all times.
- Collate departmental performance data for fundraising activities.
- Ensure the CRM database is kept up to date (and in accordance with GDPR compliance) and support the fundraising team with data processing and generating reports, as required.
- Take minutes and action points for a range of internal and external meetings. These will include team meetings and regular Appeal Board meetings.

Stewardship/Fundraising Events – 10%

- Support the Events Manager in the delivery of fundraising and engagement events across the organisation.
- Support the Fundraising Managers in arranging meetings and visits with donors and prospective donors.

Communications – 25%

- Support the fundraising and communications team by ensuring the timely and appropriate thanking of all donations and logging communications in the donor file.
- Use digital media tools to generate fundraising content across chosen channels.
- Create regular communications, reports and updates for fundraisers to tailor for their individual donors.
- Provide social media and email inbox cover in the absence of the Senior Communications Manager/Senior Outreach Officer

Work in the wider charity:

- Always represent James' Place with respect, decorum and in line with our values.
 - Work with the team to build our understanding of men in suicidal crisis and how suicidal behaviour develops.
 - Recognise the value of review and evaluation and contribute to the on-going development of James' Place as a respected, effective, and sustainable charity.
 - Undertake any other duties as required in pursuit of organisational success, based around delivery of the organisational business plan, within the scope of this role.
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Job knowledge, Skills & Experience

Essential

- Effective verbal and written communication skills
- Excellent interpersonal skills, ability to liaise with people at all levels, on the telephone, face to face and in writing.
- Excellent attention to detail and accurate record keeping
- Project management skills with a proven track record of delivering to deadlines and organising processes and procedures effectively
- Social media experience and knowledge with an understanding of a range of platforms including Instagram, Facebook, Twitter and LinkedIn
- A keen interest in learning about new digital innovations
- Experience of working with CRM (Salesforce)
- Experience of working in a fast-paced environment
- Office administrative experience including the proficient use of a range of computer packages including Microsoft Office (Word, Excel and PowerPoint).
- Passion for the charity sector
- Ability to manage own time and busy workload, and work autonomously,
- Ability to work as a team and effectively collaborate with others
- Insight into own professional strengths and areas of development
- An interest in building a career in fundraising

Desirable

- Ability to design appealing, engaging digital content that can at times be of a sensitive and emotive nature
- Knowledge and understanding of GDPR and compliance
- Experience of working in a fundraising environment
- Understanding of philanthropy