



Job Description

Fundraising Assistant

Responsible to:	Events and Community Fundraising Manager
Department:	Fundraising
Hours:	21 hours per week
Location:	Business Design Centre, London, N1 0QH
Salary:	£22,000 pro-rata at £13,200 per annum
Annual Leave:	23 days per annum pro rata (rising to a maximum of 28) plus bank holidays pro-rata holidays

A Contributory Pension Scheme is available to all employees.

General

At Revitalise we work hard to create amazing holidays for our disabled guests and their carers. We like to come to work determined that the world is going to be a slightly better place for people at the end of today than it was yesterday, and that we're going to help make that happen. We are driven by the simple belief that everybody needs a break, and that holidays are important for everyone.

Who We Are

Revitalise is both the UK's largest provider of respite holiday breaks, and the UK's largest residential volunteering charity. With 50 years' experience our three holiday centres in Chigwell in Essex, Southampton and Southport now provide close to 5,000 essential breaks each year for disabled people and those who care for them. By providing warm personal care with imaginative excursions, activities and entertainment in an informal, holiday environment, we give our guests something truly unique – a break that feels like a proper holiday – and one from which they go home revitalised and happy; better able to cope with their daily challenges.



Our team are *Determined* to do everything they can to create amazing holidays and provide excellent care. To achieve this we often have to be *Imaginative* in overcoming challenges, we have to be *Caring* not just towards our guests but also the team around us, and we need to *Encourage* each other to strive for excellence. These qualities make up our 4 core values, *DICE*.

Job Purpose

You will work across the entire fundraising programme to raise vital sources of income for disabled people and carers, supporting the Events & Community, Individual Giving and Trusts & Foundations teams. You will help deliver a range of special events - from garden parties to award ceremonies, and you will help provide excellent supporter experiences for enthusiastic individuals who fundraise through our programme of active events or through personal challenges.. You will source and write stories of our disabled guests and carers to create fundraising comms that are highly emotive and elicit further engagement from our loyal base of cash and regular givers. You will also support the team by taking the lead in carrying out weekly supporter care and admin tasks, such recording donations and creating bespoke thank-you communications. As a result you will gain a broad foundation in all areas of fundraising, and the chance to learn new things and develop your skillset.

We are looking for a self-motivated and engaging individual with an eye for detail, who is passionate about fundraising and providing great supporter experience.

Principle Duties and Responsibilities

Events Fundraising

- Support the Events and Community Fundraising Manager in the delivery of a first-class annual programme of active events, including running and cycling.– Work to increase the depth and value of relationships formed with these participants who raise vital unrestricted funds for Revitalise, thereby ensuring the best possible return on investment.
- Assist the Events and Community Fundraising Manager to provide a first point of contact for our amazing supporters planning their own events – helping



- them to aim high with their fundraising and to develop a long-term relationship with Revitalise through carefully tailored stewardship.
- To support the Events and Community Fundraising Manager in the delivery of special events, with a focus on guest list management and logistics.
- Lead on keeping the 'support us' pages of website up to date and use organic and paid social media to promote/inform our audience of activity.
- Work with the Marketing and Fundraising Teams to produce marketing materials to help promote events

Community Fundraising

- Support the Events and Community Fundraising Manager and the Friends groups to deliver an exciting fundraising programme to inspire new supporters and generate vital funds from communities across the UK.
- Work to engage prospective and current supporters including small businesses, community groups and individuals.
- Provide encouragement and support for community fundraisers and fundraising groups to hold events and to run campaigns.

Individual Giving

- Take the lead on managing our 'Guest Story' project which ensures we're always collecting engaging content to feature in our fundraising comms. Undertake interviews with disabled guests and their carers on the phone or in person, write interviews into 'stories'. Earmark new stories to capture and keep the Guest Story log up to date.
- Assist in the production of appeals and magazines – proofread copy, cross check mailing data against CRM database, check laser proofs and sign off print proofs.

Supporter Care & Administration

- Monitor incoming donations from postal and online sources. Enter donation details accurately on CRM database and keep results spreadsheets up to date. Process cash, cheque, CAF and direct debit donations and perform reconciliation.
- Write bespoke thank you communications personalised to the supporter and their reason for engaging.
- Help keep fundraising content on the website up to date and use social media to promote/inform our audience of activity.



General

- Any other duties defined by the Head of Fundraising in line with the charity's requirements and supporting skills development.
- Given the nature of the job, the position requires a flexible approach to work, which will entail occasional evening and/or weekend commitments, for which time in lieu will be given.
- Work as a team member and with a team spirit in mind.
- Meet with the line manager for the purpose of regular supervision and annual appraisal.
- Participate in staff training, organisation/team meetings and events, as required.
- Keep up-to-date with developments and learning in the charity events field.
- Comply with the organisation's health and safety, confidentiality, data protection and other policies.
- Support the recruitment and training of volunteers to take on administrative and research tasks where required
- Promote equality of opportunity and anti-discriminatory practices.
- Be prepared to travel to various locations around the UK and occasionally make overnight trips.



This Job Description is not exhaustive, and the post holder may be required to undertake other appropriate duties and projects from time to time.

Person Specification

CATEGORY	Essential	Desirable	Evidenced By
Qualifications			
Educated to A-level or higher	X		CV
Skills			
Ability to work towards deadlines and prioritise workload	X		CV & Interview
Energetic and enthusiastic with a demonstrated interest in fundraising	X		CV & Interview
Excellent interpersonal skills including the ability to provide superb stewardship to supporters.	X		CV & Interview
Strong IT skills and familiarity with Microsoft Office programmes	X		CV & Interview
Knowledge of and experience using CRM systems		X	CV & Interview
Excellent communication skills both written and verbal.	X		CV & Interview
Good project management skills.	X		CV & Interview
Work Experience			
Experience of working within a fundraising team		X	CV & Interview
Experience of stewarding supporters		X	CV & Interview
Experience of working in an office and carrying out administration tasks	X		CV & Interview
Experience of sourcing and writing content		X	CV & Interview
Personal Qualities			
Positive attitude towards disability	X		Interview
Committed to equal opportunities	X		Interview
Adaptable to different situations	X		Interview
Creative and innovative	X		Interview
Driven by results with strong attention to detail	X		Interview
Team player and flexible approach to work.	X		Interview