

Job Description

Job Title:	Fundraising Assistant
Working hours:	Full time, 37.5 hours
Reports to:	Individual Giving Manager
Salary:	£19,000 to £22,000 pa
Location:	Based at the City Hospital campus, with a requirement for the post holder to work from the QMC campus as required. Nottingham University Hospitals NHS Trust operates a shuttle bus for this purpose. Flexible working arrangements are in place at the Charity.

JOB SUMMARY

Reporting to the Individual Giving Manager, the Fundraising Assistant will be responsible for supporting the Individual Giving fundraising stream, in particular, donor acquisition and retention activity at Nottingham Hospitals Charity.

The role will involve providing excellent administrative, stewardship and events support to the Individual Giving Manager and, when necessary, providing events and campaign support to the wider Fundraising team.

KEY JOB RESPONSIBILITIES

Individual Giving

- To work with the Individual Giving Manager on IG acquisition programmes to agreed income targets and KPIs, providing administration and stewardship support.
- To act as the first point of contact for newly-acquired donors by delivering actions related to individual giving and supporter journeys – to include writing thank you letters and other correspondence, and working with the hospitals as beneficiaries.
- To cross-sell Individual Giving products such as 'Friends' across all fundraising income streams as agreed with the Individual Giving Manager, to facilitate supporter retention and maximise our supporters' lifetime values.
- To lead on the stewardship of the 'Friends' regular giving programme, including the fulfilment of Welcome Packs, curating and writing the newsletter, sending milestone communications via email and post, and working with the Individual Giving Manager to facilitate regular donor recognition events.

- To perform face-to-face canvassing at Nottingham Hospital sites and within the Charity Hub to sign up new supporters to 'Friends' and our key appeals and campaigns.
- To identify new opportunities to promote Individual Giving with Charity supporters and within the Nottingham community by regularly reviewing activity and undertaking own research, informing the Individual Giving Manager as required.

Fundraising

- To be a key contact for fundraising enquiries to the Nottingham Hospitals Charity office, including responding to telephone calls, emails and letters; collation and sending of information packs to potential and current supporters; and advising on queries relating to fundraising and volunteering.
- To provide support across other income streams at the Charity as required, including updating Raiser's Edge database, sending information packs, merchandise, and stewardship materials.
- To support the promotion (to include mailings, social media posts, distribution of posters/flyers) and delivery of fundraising, profile-raising, donor stewardship and challenge events.
- To assist in the preparation and analysis of data and reports for use with management meetings.
- Following agreed processes and GDPR, to ensure the meticulous recording of all data relating to fundraising on Raiser's Edge and filing systems (including personal data and financial information).

General

- To welcome visitors into the Charity office, signposting them to appropriate colleagues.
- To ensure that a donor-focused approach is adopted at all times when dealing with donors, members of the public and colleagues, to maximise the opportunities of encouraging donor giving.
- To undertake training and skills development and to keep up-to-date with the changing requirements of the role.
- To be continually aware of the need for improvement and development of all aspects of advice and information to donors and colleagues.
- To work within legal and charity guidelines.

- To work within Nottingham Hospitals Charity's fundraising, administrative and IT systems and guidelines.
- To represent Nottingham Hospitals Charity internally and externally as required.
- To undertake any other duties, which may be reasonably required.
- To abide by the Code of Fundraising Practice.

August 2021