

## JOB DESCRIPTION

JOB DETAILS	
Job Title	Fundraising Assistant
Reports to	Head of Income Generation
Band	Band 3
Department/Directorate	FORCE Cancer Charity – Fundraising Team

JOB PURPOSE
<p>The Fundraising Assistant will play a key role in providing support to help raise the funds needed to provide FORCE's support to local people. The role will provide administrative support and assist with tasks that support the smooth running of fundraising activities, including responding to enquiries from supporters, volunteers and members of the public, ensuring donations are processed accurately and maintaining supporter information.</p> <p>This is a non-managerial role, working within clearly defined procedures and under the direction of the Head of Income Generation, with responsibility for organising and prioritising day-to-day tasks within the scope of the role.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• Act as a first point of contact for fundraising enquiries from supporters, members of the public and colleagues by phone, email or in person.</li> <li>• Support with processing donations across all income streams and platforms, including online giving, cash, cheques, fundraising and events.</li> <li>• Record donations, income and supporter information on the CRM database in line with financial procedures and running routine reports as directed.</li> <li>• Prepare and send thank-you letters, emails and receipts to supporters in a timely manner.</li> <li>• Provide routine administrative support to the fundraising team to assist in the day-to-day delivery of fundraising activity.</li> <li>• Support with the co-ordination of FORCE's collection boxes.</li> <li>• Support with the creation and distribution of fundraising materials, certificates and banners.</li> <li>• Assist with stock management of fundraising materials and merchandise.</li> <li>• Support fundraising campaigns and events by completing routine tasks such as downloading financial reports from various online fundraising platforms such as Just Giving, updating spreadsheets, preparing materials and monitoring responses.</li> <li>• Carry out simple desk-based research to support fundraising colleagues e.g. gathering background information or identifying potential trusts.</li> <li>• Run routine CRM reports to support fundraising activity, as directed.</li> <li>• Support Gift Aid administration by checking eligibility.</li> <li>• Assist in producing simple information for funders by collating data, stories and materials prepared by the wider team.</li> <li>• Follow all Trust and charity policies, including data protection, confidentiality and financial procedures.</li> <li>• Ensure donation handling and data entry are completed in line with internal controls, audit requirements and relevant legislation.</li> <li>• Work collaboratively with colleagues across fundraising, finance and support teams to ensure smooth day-to-day operations.</li> <li>• Provide routine support to volunteers in line with agreed processes.</li> <li>• Participate in planning sessions and cross-departmental activities where appropriate.</li> <li>• Support fundraising events as required, including occasional evening or weekend work (time off in lieu provided).</li> <li>• Represent the charity at events in a helpful and professional manner within the scope of the role.</li> </ul>

## KEY WORKING RELATIONSHIPS

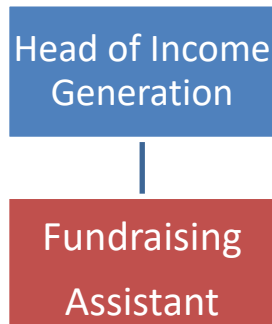
Areas of Responsibility: FORCE Cancer Charity (fundraising Team) and at events.

No. of Staff reporting to this role: N/A

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"><li>• Fundraising Team</li><li>• Friends of FORCE groups (FOF)</li><li>• Finance Team</li><li>• FORCE Volunteers</li><li>• Other FORCE Support Centre staff</li></ul>	<ul style="list-style-type: none"><li>• FORCE Supporters/ donors</li><li>• Members of the public</li></ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- Work is managed rather than supervised.
- Prioritise own workload within agreed tasks and deadlines.
- Refer complex or non-routine queries, issues, or decisions in line with agreed procedures to the Fundraising Manager or another senior team member.

## COMMUNICATION/RELATIONSHIP SKILLS

- The role requires clear, accurate and professional communication on a regular basis, including the ability to adapt communication style for a wide range of audiences and situations, some of which may be sensitive or complex, delivered via telephone, email, written correspondence and face-to-face contact.
- Respond to routine supporter enquiries by phone, email, and in person, offering a warm and helpful service.
- Prepare and send thank you letters, emails, and receipts.
- Provide a welcoming, professional and helpful front-of-house experience when receiving donations or responding to enquiries, including where individuals may be distressed or anxious.
- Provide simple guidance to volunteers assisting with administrative tasks.

## ANALYTICAL/JUDGEMENTAL SKILLS

- Check donation information for accuracy and completeness.
- Identify discrepancies and escalate issues appropriately.
- Apply judgement when categorising income or resolving routine data queries.

## PLANNING/ORGANISATIONAL SKILLS

- Plan and prioritise daily and weekly donation processing tasks.
- Organise supporter acknowledgements and routine administrative activities.

- Support the coordination of fundraising campaigns and events by completing scheduled tasks.

#### **PATIENT/CLIENT CARE**

- Provide compassionate, non-clinical advice to individuals affected by cancer.
- Handle sensitive conversations with empathy and professionalism.
- Signpost supporters to FORCE services when appropriate.

#### **POLICY/SERVICE DEVELOPMENT**

- Implements policies and proposes changes to practices for own area.
- Follow FORCE policies and procedures for data handling, financial controls, and supporter care.
- Contribute suggestions for improving administrative processes within the fundraising team.

#### **FINANCIAL/PHYSICAL RESOURCES**

- Handle and accurately process donations, income and financial records in line with FORCE's financial procedures.
- Ensure cash handling, banking and acknowledgements are completed correctly and promptly.
- Maintain stock levels of fundraising materials and merchandise.

#### **HUMAN RESOURCES**

- Support volunteers assisting with administrative tasks by demonstrating office systems and simple procedures.
- Assist with the induction of new team members by explaining routine administrative processes.

#### **INFORMATION RESOURCES**

- Collecting data from various sources including forms, emails and letters and downloading data from external sources such as Just Giving.
- Inputting and compiling data from third party platforms such as Just Giving into the FORCE database, ensuring accuracy.
- Compile reports including spreadsheets to support fundraising activity.

#### **RESEARCH AND DEVELOPMENT**

- Assist with simple surveys, audits, or data checks as required for fundraising or compliance purposes.

#### **PHYSICAL SKILLS**

- Routine office-based work involving sitting and computer use.
- Use standard IT skills and keyboard skills.

#### **PHYSICAL EFFORT**

- The role requires occasional light physical effort, such as carrying files, materials, or small items of equipment, and moving between areas within the building. The majority of work is desk-based with prolonged periods of keyboard use.
- The postholder may occasionally be required to lift and carry fundraising materials, event equipment, and donation buckets (typically light to moderate weight) following manual-handling procedures.

#### **MENTAL EFFORT**

- Frequent concentration required for data entry, checking donation details, and preparing routine reports.
- Work pattern is generally predictable with some variation during busy fundraising periods.

#### **EMOTIONAL EFFORT**

- Occasional contact with supporters affected by cancer, requiring sensitivity and empathy.
- Requirement to maintain professionalism, empathy and emotional resilience while upholding appropriate boundaries.

#### **WORKING CONDITIONS**

- Office based with prolonged VDU use.
- Regular interaction with members of the public attending the FORCE Centre.
- Normal office conditions with minimal exposure to unpleasant working environments

#### **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

## **GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

# PERSON SPECIFICATION

<b>Job Title</b>	Fundraising Assistant
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> Five GCSEs (or equivalent) at Grade 5 or above NVQ Level 3 qualification (or equivalent) in a relevant subject or equivalent relevant experience Relevant administrative or fundraising qualification	E E	D
<b>KNOWLEDGE/SKILLS</b> Excellent communication and interpersonal skills, both written and verbal Able to use CRM systems, digital fundraising tools, design tools such as Canva and Microsoft Office including Word, Excel, PowerPoint and Outlook confidently. Strong administration, organisational and project management skills Ability to produce simple reports or data queries Ability to manage workload, including competing priorities and meet deadlines Ability to provide excellent customer care Excellent attention to detail and accurate data entry Understanding of Gift Aid, GDPR and data protection Awareness of the emotional sensitivity required when working with people affected by cancer Knowledge of charity fundraising regulations and best practice Knowledge of fundraising principles Ability to run simple reports or data queries	E E  E E E  E E  E	      D  D D D
<b>EXPERIENCE</b> Previous administrative experience Experience of working in an office environment Experience working in a charity, healthcare or community organisation Experience working in a customer facing or supporter focused environment Experience processing donations or financial transactions Experience working with volunteers Experience handling sensitive information with confidentiality Experience of data entry and using a database	E E  E   E E	  D  D D
<b>PERSONAL ATTRIBUTES</b> Warm, empathetic, and supporter focused Positive, reliable, organised Willingness to learn and develop new skills Ability to work independently and collaboratively as part of a small team Flexible approach, including willingness to work occasional evenings/weekends for events Commitment to FORCE's values and mission to support people affected by cancer	E E E E E  E	
<b>OTHER REQUIREMENTS</b> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust Ability to travel to other locations as required	E  E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y			M	
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use (> 1 hour daily)	Y				F
Heavy manual handling (>10kg)	Y		O		
Driving	N				
Food handling	Y		O		
Night working	N				
Electrical work	N				
Physical Effort	Y		O		
Mental Effort	Y		O		
Emotional Effort	Y		O		
Working in isolation	N				
Challenging behaviour	N				