

JOB DESCRIPTION

Job Title:	Development Assistant
Date:	August 2019
Department:	Fundraising
Line Manager:	Senior Community Fundraiser
Grade/Pay Scale	£17,000 - £19,000 per annum (pro rata)
Location:	The Haven Wolverhampton
Status:	21 hours per week, permanent, flexible

Job Purpose

To support the Fundraising and Development team at The Haven with administrative and supportive tasks to ultimately work towards ensuring donor retention, high quality record keeping in line with GDPR, and to adhere to donor care principles. The role will include administrative tasks, processing gift in kind donations, thanking donors, financial reporting and some design activities.

Scope of Job – main tasks, duties and responsibilities

- Support with the management of gift in kind donations, including thanking donors in person and processing donation forms onto the Harlequin database.
- Writing and sending thank you letters and certificates to supporters
- Ensure the Harlequin database is kept up to date with donor/supporter information and recording pertinent activities and communications, in line with GDPR
- Supporting the community fundraisers with the collection tin process. Changing tins in locations across the city, processing the contents and adding to relevant databases
- Working with the finance team to ensure the timely banking and processing of donations
- Responding to general gift in kind/fundraising requests or offers of support via the telephone and social media channels
- Researching and recording information to support development activities and opportunities
- Supporting the team with general administrative tasks
- Responding to external and internal emails
- Supporting the team with financial reporting including via Virgin Money Giving, Facebook donations and Memory Giving
- Supporting corporate volunteering activities
- Managing sale of merchandise and ensuring the system reflects the total in stock
- Contacting local supermarkets to liaise and arrange bag packs and collections
- Support with creating interesting and dynamic fundraising PR including Mailchimp mailings and poster design
- Support with updating The Haven website copy and information, including related to fundraising events and activities
- Support with small grant applications

General duties and responsibilities

- To undertake such other duties, training and/or hours of work as maybe reasonably required, and which are consistent with the general level of responsibility of this job.
- To have personal responsibility for maintaining personal and professional development to meet the changing demands of the job and The Haven, by undertaking appropriate training and development activities. This includes encouraging and supporting staff and managers in their training and development.
- To undertake any health and safety training and related activities such as First Aid, Fire Marshall, Duty Hold, Health & Safety representative etc. as required for the post and as required by The Haven Wolverhampton to ensure their Health & Safety Policy is implemented effectively.
- To ensure equity of opportunity both in service provision and employment, having regard to the needs of the diverse communities we serve.
- To act in accordance with the organisations standing orders, financial regulations and financial procedures.
- To comply with legislation and The Haven’s policies including Confidentiality, Information Sharing, GDPR, Computer Security, Safeguarding vulnerable adults and children, and Human Rights.
- To undertake any other duties commensurate with the grading of the post subject to reasonable adjustment under the Equality Act.
- The duties of the post may change and develop from time to time in the light of new legislation, The Haven’s Policies, organisational development and social trends. Such development will be monitored in conjunction with the Chief Executive and will be reflected as necessary in the aims and objectives of the post.

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Signed (Jobholder)			
Print Name		Date:	

PERSON SPECIFICATION

The Person specification provides a list of essential and desirable criteria which a candidate should possess to be able to perform the job. Each of the criteria listed below will be measured through one or a combination of the following: A = Application form/CV; I = Interview; D = Documentation; R = References and T = Test.

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Date:	August 2019	

FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Experience	<ul style="list-style-type: none"> • Experience of administrative tasks including, creating letters, filling in forms, data input etc • Use of Microsoft Outlook, Excel and Word 	<ul style="list-style-type: none"> • Experience of using a Customer Relationship Management database, particularly Harlequin • Experience of using Mailchimp • Experience using online giving sites such as Virgin Money Giving • Experience of sending previous Fundraising-related communications • Use of social media either in a work or voluntary capacity • Knowledge and experience of the voluntary sector 	A D I R
Knowledge & Understanding	<ul style="list-style-type: none"> • Understand the mission of The Haven Wolverhampton • Demonstrable understanding of GDPR • Demonstrate an understanding of and commitment to equity and anti-discrimination practices 	<ul style="list-style-type: none"> • Understand the importance of donor care • Knowledge of fundraising legislation and regulations in the UK, and an adherence to the Fundraising Regulator's Codes of Practice 	A I R T
Skills & Abilities	<ul style="list-style-type: none"> • Able to work to task, keeping to deadlines • Ability to work flexibly within a fast-paced environment • Computer literacy, including the use of Microsoft Office Applications and other bespoke packages. • Good numeracy skills and ability to understand basic budgets • Demonstrate the ability to work independently and as part of a team 	<ul style="list-style-type: none"> • Effective research skills 	A I R

Qualifications & Training	<ul style="list-style-type: none"> No specific qualifications are required for this post, please see skills and abilities, and knowledge and understanding sections 		D I
Other Special Requirements	<ul style="list-style-type: none"> Demonstrate a commitment to the aims and objectives of The Haven Wolverhampton in supporting women and any dependent children who are homeless through reasons such as domestic abuse. Full, clean driver's license and access to your own vehicle with business insurance 		A I