



MS SOCIETY JOB DESCRIPTION

Job Title: Fundraising Executive

Location: Office-based contract with flexibility to work remotely at least 4 days a week

Reports to: Senior Fundraising Executive

Introduction to Multiple Sclerosis and the MS Society

Over 130,000 of us in the UK have multiple sclerosis (MS). It's unpredictable and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. It can make it hard for us to work, and do the things we enjoy. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

Purpose

Supporting delivery of a portfolio of events and community fundraising activities.

Ensuring the provision of excellent customer care to build strong engagement with our supporters.

Contributing to the overall implementation of the Community & Events Fundraising team's objectives.

Key Relationships:

Internal

The post holder works closely with:

- Community & Events Fundraising team at MSNC
- Fundraising team members throughout the UK, with particular reference to Area Fundraisers
- Supporter Care, Donation Processing and Database to ensure excellent customer care, data capture and financial processing
- Shop Team to support delivery of events and community fundraising activities
- Volunteers



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External

The post holder works closely with:

- Supporters
- Volunteers
- External suppliers and agencies, including MS Society's warehousing and fulfilment provider

Key Accountabilities:

Our Fundraising Executive will support delivery of the MS Society's income generation strategy to deliver the MS Society's strategic goals by:

- a. Providing administrative and project support to the Community & Events and England Area Fundraising teams
- b. Offering excellent customer care and delivering high standard of stewardship to MS Society supporters
- c. Developing and maintaining familiarity with MS Society activities
- d. Team work
- e. General

Our values

All MS Society staff are expected to model and promote our values:

Bold

We are brave and innovative. We're not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have beaten MS.

Expert

People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

Ambitious

We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about beating MS.



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Together

We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other.

Detailed Responsibilities

- a) Providing administrative and project support to the Community & Events Team (45%)**
 - Assist in the development and maintenance of administrative procedures to enable the teams to function effectively.
 - Be responsible for importing key data to Raiser's Edge. Ensure all supporter data is logged accurately on Raiser's Edge. Assist with amendments and data cleaning as required. Monitor income coding and ensure accurate record keeping.
 - Provide support to team members with key events, as requested.
 - Assist with background and market research, as requested.
 - Assist with collation, packing and dispatch of materials for events. Monitor and maintain department stock levels of fundraising and support materials.
 - Attend events and assist with activities on the day as directed, including set up and break down, preparation of event materials, and assisting volunteers/fundraisers.
 - Complete ad hoc administrative tasks, as required.

- b) Offering excellent customer care and delivering high standard of stewardship to MS Society supporters (45%)**
 - Act as a first point of contact for all community & events enquiries via telephone, email, and post, ensuring responses are sent within the team SLA.
 - Be responsible for managing the team inboxes
 - Work with colleagues to deliver stewardship plans in a timely manner for supporters, across email, phone, text and mail, ensuring excellent customer care which inspires loyalty.
 - Represent the charity at fundraising and other events, as agreed with line manager.
 - Respond to general enquiries regarding the community and events programme in a timely fashion. Research or request information from other sources as necessary. Refer queries to colleagues as appropriate.



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c) Developing and maintaining familiarity with MS Society activities (5%)

- Build an understanding of MS, the treatments available and progress made in the areas of care and research.
- Keep up to date with the MS Society campaigns, services, research and other activities.
- Provide information and advice regarding the community and events fundraising programme to colleagues in other teams, as requested.

d) Team work (5%)

- Contribute to the work of the wider Community & Events team, as required.
- Developing and maintaining effective working relationships across the department, directorate and Society, with particular reference to the Community & Events, and England Area Fundraising teams.

General

- Compliance with MSS's governance procedures, MSS policies and procedures.
- Contributing to a positive working environment in which equality and diversity are valued and staff are enabled to do their best.
- Responsible for the effective use of financial and other resources.

Other Duties

- To be prepared to travel to meetings and events across the UK, to work weekends and evenings, and be away from home overnight, as the job reasonably demands.
- To undertake any other work as could be expected of a Fundraising Executive

Person Specification

In addition to demonstrating our core MS Society competencies that are listed at the end of this job description, the role requires knowledge and skills in the areas of:

Qualifications

Essential

- GCSEs/equivalent qualification or
- Relevant experience, which demonstrates equivalent academic skills



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Experience

Essential

- Experience of general office administration and support
- Experience of using a customer database, such as Raiser's Edge or similar

Desirable

- Experience of working/volunteering in a fundraising environment
- Experience of working with volunteers and/or supporters

Knowledge and skills

Essential

- Demonstrable commitment to collaborative team work; able to develop positive working relationships internally and externally
- Strong interpersonal skills, able to communicate clearly with a wide range of people
- Good written and verbal communication skills; able to produce correspondence in good, clear English
- Good standard of numeracy; able to maintain/monitor accurate financial records
- Excellent organisational and workload management skills, with the ability to prioritise and meet deadlines
- Excellent attention to detail
- Good IT skills, in particular use of Word, Excel and Outlook
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity

Desirable

- Competent in use of Raiser's Edge or similar database
- Broad understanding of the not-for-profit sector
- Understanding of the needs and issues facing people living with and affected by MS

Employment terms

Grade: Band C, Level 3

Signed by post holder:

Date:

Signed by Executive Director:

Date:



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MS Society Core Competencies

June 2020

Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
Fosters co-production	<p>Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.</p> <p>As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.</p>	<p>Together</p> <p>Expert</p>
Open to change and innovation	<p>Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.</p> <p>As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.</p>	<p>Bold</p> <p>Ambitious</p>
Sound decisions	<p>Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.</p>	<p>Ambitious</p>



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	<p>As a team manager, makes and acts upon clear, transparent and timely decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.</p>	Expert
Collaborative working	<p>Invests time and energy to establish trust and build positive working relationships with individuals and teams across the organisation.</p> <p>As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.</p>	Together
Effective Communication	<p>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</p> <p>As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.</p>	Together Expert



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<p>Outcome focussed</p>	<p>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</p> <p>As a team manager, maintains focus on successful outcomes rather than hours worked, empowering and trusting people to be responsible and accountable for their work.</p>	<p>Bold</p> <p>Together</p>
<p>Inclusivity</p>	<p>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</p> <p>As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.</p>	<p>Together</p>
<p>Accountability</p>	<p>Takes responsibility for work and personal actions; delivers on commitments, indicating where work is behind and help is needed, and acknowledges and learns from mistakes.</p> <p>As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses problems quickly and transparently.</p>	<p>Bold</p> <p>Expert</p> <p>Ambitious</p> <p>Together</p>
<p>Tech Savvy</p>	<p>Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness.</p>	<p>Bold</p>



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	<p>As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.</p>	<p>Ambitious</p>
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