Job Title: Fundraising and Events Assistant

Salary and Pay Band: £19,574 - £22,073 Band C2

Hours: 35

Job Holder: vacant

Team (Directorate/Nation): Fundraising & Marketing, Scotland

Location: Ratho Station, Edinburgh

Manager: Fundraising Events Manager

Direct Reports: N/A

Part 1: JOB PROFILE

1 MAIN PURPOSE OF JOB:

Be the first point of contact for fundraising enquiries ensuring excellent customer service.

Assist with fundraising events and activities, taking responsibility for managing participants in sponsored events.

To provide general administration and support to the fundraising team.
Position in Organisation:

The post holder will report to the Fundraising Events Manager, and also work closely with the following:

- Fundraising Events Manager
- Staff within the fundraising department (UK Wide)
- Non-fundraising staff throughout the MS Society
- MS Society Branches, members and volunteers
- General public
- External partners and suppliers

This position does not have any line management responsibility.
3 SCOPE OF JOB:

- Providing donor support
- Supporting the Fundraising Events Manager
- Supporting for the Fundraising Team
- Administration of the database

4 DECISION MAKING AUTHORITY:

Responsible for ensuring fundraising stock levels are maintained and the integrity of branded goods.

Writing and updating general thank you letters and email templates.

5 QUALIFICATIONS & SKILLS LEVEL: Person Specification

Qualifications
- Educated to Higher level or equivalent qualification

Experience
- At least one year in an office environment
- Proven customer service skills
- Database administration (essential)
- Raisers Edge (desirable)
- Use of social networking sites such as Facebook and Twitter
- Ability to handle mass mailings including mail merge

Knowledge and Skills
- Ability to accurately handle data entry
- Competent with MS Office particularly Word, PowerPoint and Excel
- Excellent interpersonal skills and the ability to communicate well with a broad range of people

General Attributes
- Ability to work to and meet firm deadlines
Job Description

- Ability to work in a team and on own initiative
- Flexibility to work occasional unsocial hours, weekends, evenings and travel - as required

Part 2: MAIN DUTIES & KEY RESPONSIBILITIES

1. To provide support to the fundraising team – 60%
   - First point of contact for all fundraising enquiries (via post, email, website etc) and providing excellent supporter and customer care
   - Responsible for the general fundraising email inbox and responding to enquiries or passing to the relevant team member
   - Responsible for the correct logging of income on the database (Raisers Edge)
   - Ensure general thank you letter and email templates are updated regularly
   - Responsible for sending thank you letters and certificates within the time frame
   - Data management including data input, amendments, running reports and creating data queries as necessary
   - Updating the Scotland fundraising page on our website
   - Work with other team members to prepare and send the eNewsletter to our supporters
   - Provide ‘in-house’ design support to fundraising team and MS Society branches for the production of MS Society branded fundraising materials. i.e. sponsorship forms, promotional posters, tickets, adverts, invites, etc
   - Keep records of invoices, expenses etc and match to monthly reports
   - Responsible for fundraising materials and stock levels
   - Responsible for effective tracking of collection cans including ensuring income is received and collection cans returned
   - General administrative duties such as answering telephone calls, opening mail, covering reception, note taking at meetings, mailings etc

2. Work alongside the Fundraising Events Manager to ensure successful fundraising events – 40%
   - Support the Event Fundraising Manager in our event fundraising activity including organisation and preparation of events
Job Description

• Attend and give assistance at fundraising events
• Send sponsorship packs and materials to event participants/community fundraisers
• Assist with mailings
• Manage the process of events registration including:
  o checking online fundraising pages (JustGiving etc)
  o logging participants details and income on the Raisers Edge database
  o contacting participants/enquiries and sending materials etc
  o passing contact details to the relevant member of the team
  o sending thank you letters and certificates after events
• Work with the Communications team to use social media to raise awareness of our fundraising activities and events
• Keep up to date with events/community fundraising initiatives and news from across the third sector

Other Duties

• The post holder should be prepared to attend MS Society meetings in different parts of the UK. Some meetings may be during evenings or weekends.

• The post holder will be working in a developing environment and he/she will therefore be expected to undertake other appropriate duties as required for the effective operation of the MS Society.

1. Health and Safety:
Responsibility for health and safety in the area under his/her control and ensure that he/she is familiar with the Society’s policy statement on health and safety at work.

2. Equality and Diversity:
• Respect the unique contribution of every individual and work positively in an equal opportunity and diverse environment