

The Great North Air Ambulance Service



Job Description

Job title: Fundraising Assistant

Main purpose of job: The post holder will provide an efficient administrative support service to the Fundraising team, including communicating with supporters, responding to enquiries, and maintaining fundraising and office supplies. They will also provide an effective service to visitors at Head Office Reception and work closely with Community Fundraisers to increase engagement amongst a wide supporter base, including individuals, groups, educational organisations, and local businesses.

Location: Progress House, Urray Nook Road, Eaglescliffe, Stockton-on-Tees, TS16 0QB, with the potential for some homeworking, in line with the Charity's Flexible Working Policy

Hours: 40 per week, to be worked flexibly between Monday – Friday.

Contract Type: Permanent

Salary: Band 1 £20,000 - £22,000 per annum

Relationships:

- Responsible to: Regional Fundraising Lead (North East)
- Liaise with: Supporters, employees, members of the public, suppliers, volunteers

Main tasks of job:

1. Inputting supporter data into the CRM database, to ensure all information is accurate and up to date.
2. Receiving fundraising phone calls and queries coming into the charity, responding to these efficiently and submitting the relevant forms as appropriate.
3. Preparing and issuing information and fundraising packs to prospective and existing supporters.
4. Maintaining and distributing collection box data and reports to volunteers & staff.
5. Making phone calls to supporters to maximise engagement and income through third party fundraising.
6. Coordinating the supplies of fundraising materials.
7. Proactively contacting supporters to make bookings for fundraising activities/Community Fundraisers.
8. Meeting and greeting visitors at Head Office reception.
9. Supporting the Community Fundraisers with a range of administration tasks.
10. Ordering office supplies for the wider charity.
11. Providing additional support to the Community Fundraisers and Fundraising Leads as required.

12. Undertaking general administration and mailroom duties to support the effective operation of the charity.
13. Attending training to develop skills and knowledge as necessary
14. Adhering to internal processes and systems in line with role requirements, best practice, and legislative requirements.

Note - the above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by the organisation and the overall business objectives.

Signature.....

Date.....