

## JOB DESCRIPTION

<b>DESIGNATION:</b>	<b><u>FUNDRAISING AND COMMUNICATIONS ASSISTANT</u></b>
This post normally reports to:	<b>FUNDRAISING AND COMMUNICATIONS DIRECTOR</b>
This post is directly responsible for managing:	<b>None</b>
Salary:	<b>£17,000 pa</b>
Location:	<b>Long Melford, on the Suffolk/Essex border</b>
Length of Contract:	<b>6-month contract</b>
Hours:	<b>35 hours per week Monday to Friday (some evenings and weekends)</b>

### Job Description

To take responsibility for providing administrative support to all fundraising staff, and to assist in maintaining and developing the range of internal and external Hourglass communications.

### Key responsibilities and duties

#### **1. Fundraising Administration and Support**

- Provide support to fundraising staff on a range of administrative tasks including, dealing with enquires (postal, telephone, email, social media), opening and sorting post and managing collection boxes
- Input and maintain fundraising data onto the CRM database ensuring Hourglass policies and practices are adhered to (including data protection), in order to maximise donor recruitment and retention
- Undertake specific fundraising projects and attend events as necessary or as required to support fundraising
- Organise internal and external meetings, conferences and video/teleconferencing on behalf of the fundraising team as required, including co-ordinating dates, booking meeting rooms/venues/facilities, organising refreshments and taking minutes at meetings as required

#### **2. Supporter Care**

- Provide a high standard of customer service to staff, managers, supporters and members of the public who contact Hourglass
- Respond to queries from the general public about fundraising activities, work closely with other teams to ensure enquiries are dealt with quickly and effectively to maximise fundraising opportunities
- Thank supporters and organisations in a timely and courteous manner and record these communications on the CRM database.

- Work to build relationships with donors in order to provide a high standard of customer care

### **3. Communications and Information Support**

- To support in designing and producing content for a range of effective information materials that support and inform people facing abuse
- Support and develop Hourglass' multimedia content including films and graphic design content, ensuring they are embedded in our communications and promotional materials
- To assist in tasks supporting the integrity of our communications on and off-line, ensuring our communications are both influential and informative to the full range of our stakeholders
- Support PR, pro-actively developing website content and digital content
- Help drive our key messaging through all on and offline communications

### **4. Administrative support to CEO and Deputy CEO**

- Providing administrative support to the CEO and Deputy CEO when required
- Assisting the CEO and Deputy CEO in their scheduling by co-ordinating internal and external meetings
- Co-ordinating and providing minutes for Executive meetings when necessary
- Deal with a range of external and internal contacts on various matters on behalf of the CEO, head of services and trustees, ensuring matters are handled confidentially, sensitively and in a timely manner

### **5. General**

- To respond to enquiries by telephone, emails and written correspondence
- To ensure that all work with partners, service-users/families and other external stakeholders is managed effectively, and that regular liaison internally and externally, takes place
- To act as a member of the Hourglass team and carry out any reasonable duties as requested

### **Person Specification**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	Demonstrable experience in a customer service role. Ideally some of this experience would be from the not for profit sector	Experience using customer/donor databases. Ideally some of this experience would be from the not for profit sector
<b>Skills</b>	Excellent communication skills	Understanding and use of social media and web packages
	Excellent presentation skills	
	Ability to plan, prioritise and manage projects to tight deadlines	
	Excellent interpersonal skills, including diplomacy, sensitivity and negotiation skills	
<b>Education</b>	Educated to GCSE level or equivalent	
	Thorough working knowledge of MS office	Use of databases
<b>Other</b>		An ability to demonstrate a positive attitude to older

		people and a demonstrable interest in challenging elder abuse, coupled with an ability to deal appropriately with sensitive issues