

POSITION DESCRIPTION

Date: 6 June 2022

Approved by: Fiona McIntosh, CEO

Position Title: Fundraising Assistant

Line Manager: General Manager – Fundraising

Position Overview:

- Play an integral role in a small but mighty Fundraising team
- Provide fundraising campaign support across a number of fundraising channels including individual giving, community fundraising and philanthropy
- Lead your own campaign, with support from your colleagues
- Deliver outstanding donor care when handling a range of incoming supporter enquiries
- Reports directly to the General Manager - Fundraising

Key Responsibilities:

1. Fundraising campaign support

- Work collaboratively with members of the team to lead the development and implementation of a new-look In Memory campaign
- Provide support to members of the Fundraising team to aid the successful delivery of fundraising campaigns and appeals
- Liaise with the Marketing & Communications team to provide regular content featuring our Army of supporters in line with our donor stewardship plan
- Provide assistance to other areas of the business during peak periods (i.e., Big Freeze)

2. Supporter care

- Be the first point of contact for supporters contacting the fundraising team
- Handle all incoming fundraising enquiries via phone, email and online, in a timely manner
- Maintain accurate supporter records on our CRM database, Raiser's Edge NXT
- Regularly prepare and send supporter merchandise packs

3. Administration

- Establish and maintain internal process and procedure documentation for the Fundraising team
- Liaise with a range of stakeholders to gather quotes, order merchandise and lead stock takes
- Assist with regular campaign updates and reporting
- Collaborate with internal stakeholders to reconcile fundraising revenue
- Coordinate a small team of office volunteers to assist the fundraising team
- Other duties as needed



Experience

- An understanding of fundraising and the not-for-profit sector
- A relevant degree or experience (in either a paid or volunteer capacity) in Fundraising, Administration, Marketing, Communications or Customer Service or a related field
- Previous experience with Microsoft Office products (Word, Excel)
- Experience in donor CRMs an advantage, particularly Raiser's Edge (not essential)

Key Attributes

- Alignment with FightMND values – Urgency, Integrity, Efficiency, Boldness and Collaboration
- Eager and willing to learn on the job
- Excellent written and verbal communication skills
- Team player who is adaptable and has a “can do” attitude
- Motivated, self-starter with a focus on attention to detail
- Passionate about delivering outstanding customer service to our supporters