

JOB DESCRIPTION

Communications and Admin Support – Fundraising

General: The Rose Road Association has been working with children, young people and their families from across Hampshire and the surrounding counties since 1952. The children who attend The Association have multiple and complex health conditions.

The range of services provided includes; activity schemes, residential short breaks, family information and advice services and community support to over 300 families in Hampshire and surrounding counties.

Responsible to: Fundraising Manager

Hours: 0 hours bank role. Hours flexible and to be offered a month in advance. Hours likely to be offered between December 2020 and April 2021.

Purpose: This role is to support our fundraising team during a period of change, helping to ensure excellent data administration, to support with internal and external communications and to deliver outstanding stewardship to our donors.

This is an ideal role for someone who takes pride in performing tasks accurately, has excellent attention to detail and experience working in a busy office environment.

Main Tasks:

1. Inputting data into our CRM system, including recording donations, supporting with the end of month finance process, recording supporters' details, and keeping records accurate and up to date. To support with the production of financial reports. Full training will be provided.
2. Supporting with internal and external communications, such as inputting newsletter content, managing mail merges and creating forms and surveys. As well as analysing results and pulling together reports.

3. Supporting with general office tasks such as ordering, maintaining stock levels, keeping stock room organised and tidy and shredding.
4. Supporting Fundraising Manager with bid writing, including research, proof reading, development of project budgets and reports. Full training will be provided.
5. Working collaboratively and supportively with other team members to contribute towards departmental income generation targets, this may include collection/ delivery of items to supporters and partners.

General Duties:

1. Contribute towards reports by gathering, monitoring, recording and reporting information required by Fundraising Manager.
2. Undertake any other reasonable duties as required in support of the organisation, which may include some evening and weekend working.

Conditions & Annual Leave: The Rose Road Association is an equal opportunities employer. All staff undergo annual appraisal. Normal Association conditions of service apply. 25 days annual leave per annum (pro rata), rising to 28 days after 5 years continuous service.

DBS Check: This post will be subject to an Enhanced Disclosure by the Disclosure & Barring Service.

Salary: £9.50 - £9.75 per hour

Closing Date: Monday 30th November 2020

Interview Date: Flexible

Application Form: Interested? Apply at www.rosesoad.org.uk/Jobs . You will be asked to register your details with Staff-finda and to upload your CV. You will have access to the full Job Description and person specification and an opportunity for you to tell us about your personal qualities and why you believe that you are right for this role.



PERSON SPECIFICATION

Communications and Admin Support – Fundraising

Requirements	Essential	Desirable
Knowledge and Skills		
Experience of customer service and/or donor stewardship.	x	
Ability to plan effectively to meet deadlines and manage a variety of tasks.	x	
Highly articulate with strong written and verbal skills	x	
Good interpersonal skills and the ability to communicate well with all.	x	
Previous experience of report writing and research.	x	
Be able to work on own initiative whilst remaining an effective team player.	x	
Previous knowledge of using online data collection systems such as jotform and survey monkey.	x	
Intermediate user of Microsoft Office and previous database (or similar) experience.	x	
Willingness to work occasional antisocial hours.	x	
Valid Full UK Driving License.	x	
Experience of working with a range of organisations, including businesses.		x
Experience of producing financial reports and working in excel.		x
Experience of using email marketing campaign software.		x
Experience of fundraising (at any level, this may include personal experiences).		x
Ability to produce press releases to promote event activity and calls to action.		x

Ability to carry out mail merges with high levels of attention to detail.	x
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Behaviours / Personal Attributes

To convey the professionalism of the Association at all times	x
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To be self-motivated with excellent time management	x
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The ability to maintain confidentiality, use sound judgement and perform independently	x
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Be respectful, demonstrate anti-discriminatory practice and a positive attitude to promoting equal opportunities for all.	x
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To be a team player who enjoys supporting colleagues and working collaboratively.	x
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