



JOB DESCRIPTION

JOB TITLE:	Fundraising Assistant
RESPONSIBLE TO:	Fundraising Manager (FM)
BASED:	Cheyne Street Office, Edinburgh
SALARY:	SCP 21 - £25,238 pro rata (£10,095)
HOURS:	14 hours per week – flexibility to be agreed with FM
CONTRACT:	Permanent contract (subject to funding)
HOLIDAY ENTITLEMENT:	Pro-rated 26 days annual leave plus 10 public holidays

This role is subject to a Disclosure Scotland Standard Police Check.

Edinburgh Women's Aid (EWA) works to eliminate domestic abuse across Edinburgh, through providing practical and emotional support, information and advice to women, children and young people, and through raising awareness of domestic abuse and its prevalence across society. Last year around 2,000 women used our services. We have an annual turnover of over £1.8 million, employ over 50 staff and are funded through a range of funding streams.

We are looking for an enthusiastic Fundraising Assistant to support our Fundraising Manager (FM). This role would be ideally suited to someone who is confident in communicating with people and enjoys and has strong administrative and organisational skills, including database maintenance, preferably with an interest in and experience of fundraising.

You will provide excellent supporter care, ensuring all supporters in our community have an excellent experience of making donations and fundraising for Edinburgh Women's Aid. You will also be responsible for accurate, efficient and effective administration, ensuring that our database and reporting systems meet our fundraising and reporting needs.

This role has the potential to offer funding for the successful candidate to undertake the Chartered Institute of Fundraising's Certificate in Fundraising [Chartered Institute of Fundraising - Certificate in Fundraising \(ciof.org.uk\)](https://www.ciof.org.uk)

Some out of hours work will be required on occasion i.e. an evening for the EWA AGM, or a Saturday for a staff development day.

MAIN DUTIES AND KEY RESPONSIBILITIES

- To contribute to the fundraising team objectives and targets.
- First point of contact for fundraising enquiries by telephone, email and letter, ensuring excellent customer care of current and potential fundraisers – from hello to thank you.

- Administer and maintain all fundraising record keeping and filing systems.
- Maintain stocks and provision of fundraising materials, including generating and recording distribution of QR codes and fundraising tins & buckets.
- Timely and accurate data entry and maintenance, ensuring our database of funders, donors and fundraisers is kept up to date and that all records are GDPR compliant.
- Accept responsibility for the safe and secure handling and storage of confidential information, and in accordance with GDPR and EWAs own data protection policies.
- Support the Finance Manager to correctly identify and allocate fundraising income.
- Filter data and generate reports and information as necessary for the FM.
- Provide MS Word & Excel formatting assistance for the FM, where required.
- Highlight to the FM any identified risks to fundraising, including income and compliance.
- Undertake all activities in compliance with the Fundraising Regulator and Chartered Institute of Fundraising rules and regulations, and to ensure that all records are maintained in compliance with relevant legislation.
- Work collaboratively with immediate colleagues and members of other teams.
- Assist the FM and Digital Communications Officer to co-ordinate fundraising input to EWA social media and Website.
- Attend and participate in team meetings.
- Remain up to date and compliant with all organisational policies and procedures.
- Carry out other duties as reasonably asked by the FM or Management Team.

Qualifications	
1. Educated to SCQF level 6 or equivalent, with level 5 in English and maths.	1. ESSENTIAL
Knowledge, Skills, Ability and Experience	
1. Proven track record in a similar role.	1. DESIRABLE
2. Experience of providing excellent care and stewardship to customers/supporters.	2. ESSENTIAL
3. Excellent interpersonal and communication skills, both oral and written.	3. ESSENTIAL
4. Experience of building strong working relationships, internally and externally.	4. ESSENTIAL
5. Excellent IT skills, particularly: MS Office Word & Excel	5. ESSENTIAL
6. Experience of data-entry and maintaining an accurate relational database.	6. ESSENTIAL
7. Ability to inspire and motivate support.	7. DESIRABLE
8. Ability to manage a variety of tasks concurrently.	8. ESSENTIAL
9. Experience working with: SAGE; Salesforce CRM; Adobe Acrobat; SharePoint.	9. DESIRABLE
Attitude and Behaviours	
1. Confident, approachable and professional manner.	1. ESSENTIAL
2. Demonstrable attention to detail and accuracy.	2. ESSENTIAL
3. Resourceful and a good problem solver.	3. ESSENTIAL
4. Embrace change, innovation and progress in the work environment.	4. ESSENTIAL
	5. ESSENTIAL

5. A positive & proactive attitude to all aspects of work and personal development.	6. ESSENTIAL
6. Able to work calmly under pressure and deliver results to a high standard.	7. ESSENTIAL
7. Proactive, motivated, organised with strong time-management skills.	8. ESSENTIAL
8. Able to keep abreast of EWA developments and fundraising requirements.	9. ESSENTIAL
9. Demonstrable commitment to EWA's vision and values.	10. ESSENTIAL
10. Willingness and ability to work occasional unsociable hours when required.	

Women only need apply under Schedule 9 (Part 1) of the Equality Act 2010

Edinburgh Women's Aid is an Equal Opportunities Employer and welcomes applications from all sections of the community.

Company No: SC237521

Registered Charity No: SC028301