



Fundraising Assistant

Salary £23,000 per year - 35 hours per week

The Veterans' Foundation (VF), an armed forces' charity, seeks a talented and enthusiastic Fundraising Assistant to work remotely with occasional travel throughout the UK.

What is the VF?

The VF is a charity passionate about supporting the vulnerable veterans and it has paid out in grants over £21M since inception in 2016. It operates as an independent grant-making foundation offering targeted support to a broad range of charities and charitable organisations that support those in need among serving armed forces' personnel, veterans, operationally qualified seafarers, and their immediate families.

Funded projects include those that tackle homelessness, increase employment, overcome poverty, and provide welfare and medical support. It also supports initiatives that increase confidence and social integration, as well as reducing dependence on alcohol and drugs.

The VF gives priority to well-run small and medium-sized charities and organisations in need of funds that help the target beneficiaries.

To date the majority of funds raised by the VF have come from the highly successful Veterans' Lottery (VL). However, individual donations are growing significantly and show potential for further development. We now need a member of staff to support the VF's Fundraising Manager in building a broader fundraising base.

More information about the VF can be found at: <https://www.veteransfoundation.org.uk>.

A summary of the VF's work can be seen here: [Impact Film 2024](#)

About the post

The position of Fundraising Assistant has been created to support the Fundraising Team with administrative tasks, working with our donors and volunteer fundraisers to raise funds. The postholder will work under the direction of the VF's Fundraising Manager, as well as working closely with other team members in the VF and partner organisations.



JOB DESCRIPTION

Job Title:	Fundraising Assistant
Salary:	£23,0000 per annum
Hours:	35 hours per week, Monday to Friday (Very occasional weekend work may be required)
Holiday:	33 days per year which includes bank holidays, plus Christmas Day, Boxing Day, New Year's Day, and 2 January
Accountable to:	Fundraising Manager
Based:	Working remotely with occasional travel for to meet with other VF colleagues, and to undertake other business as required. The office is in central Edinburgh, available to staff who live locally.
Application Method:	Email your CV, together with a covering letter to sarah.elliott@veteransfoundation.org.uk
Closing Date:	5pm on Friday, 16 th August 2024

PURPOSE OF ROLE

You will be joining our Fundraising Team who attract funding from many sources, from individual donors to high profile corporate partners. The post holder for this role will work with the whole Fundraising Team at different times, providing administrative and operational support.

We are looking for someone with great people skills, as well as drive, initiative, and determination. You'll be diligent and accurate, as well as having a dynamic approach to your work. You will be a natural problem-solver, always looking to improve upon current processes to ensure efficiency.



DUTIES AND RESPONSIBILITIES

To support the Fundraising Team with fundraising administration in the following areas:

1. Manage day-to-day email fundraising enquiries.
2. Communicate with donors
3. Communicate with fundraisers to encourage and support fundraising challenges
4. Development and maintenance of Fundraising CRM
5. Maintain the VF Online shop

The main duties of the Fundraising Assistant are:

1. Donor Communication

- Monitor the fundraising inbox, acting as first point of contact for a wide range of enquirers and supporters, including some high profile, maintaining a professional approach at all times, with a 48-hour turnaround
- Support all donor communication, amendments, retention, and cancellations
- Ensure all donations are processed quickly, correctly, and donors are thanked in a timely manner
- Support and report on donation troubleshooting
- Build a good working relationship with our external marketing partner to ensure continuity in our communication to donors and fundraisers

2. Volunteer Fundraisers

- Monitor and communicate with all volunteer fundraisers
- Collate and report on performance data for fundraising activities
- Liaise with the Digital Team on fundraising activity for social media posts
- Maintain the Fundraising Register
- Maintain the Collection Box Register
- Send out fundraising merchandise including supporter packs, t-shirts etc
- Assist with the organisation of fundraising events as required



3. Information management

- Support the implementation of a new fundraising database
- Ensure that full records are maintained on the fundraising database
- Assist with the administration of fundraising activities on the CRM including newsletters, and mailings, when required

4. Financial

- Weekly processing of donation reports

PERSON SPECIFICATION: FUNDRAISING ASSISTANT

Essential:

- Experience of working in a fundraising or sales/customer-facing role
- Experience of building and maintaining strong relationships
- Experience of working within a team and individually to achieve success
- Experience of using a database

Desirable:

- Experience working in a charity environment

SKILLS & ABILITIES

Essential:

- Excellent computer skills and experience using Microsoft Office 365 applications
- Excellent interpersonal skills, ability to liaise with people at all levels, on the telephone, face to face and in writing
- Excellent attention to detail and accurate record keeping
- Ability to prioritise tasks and manage a busy workload

KNOWLEDGE

Desirable:

- Understanding of our armed forces community
- Able to demonstrate a commitment to the aims and objectives of the VF
- To be flexible within the broad remit of the post
- Experience of using Salesforce, CRMs or merchandise e-shops.