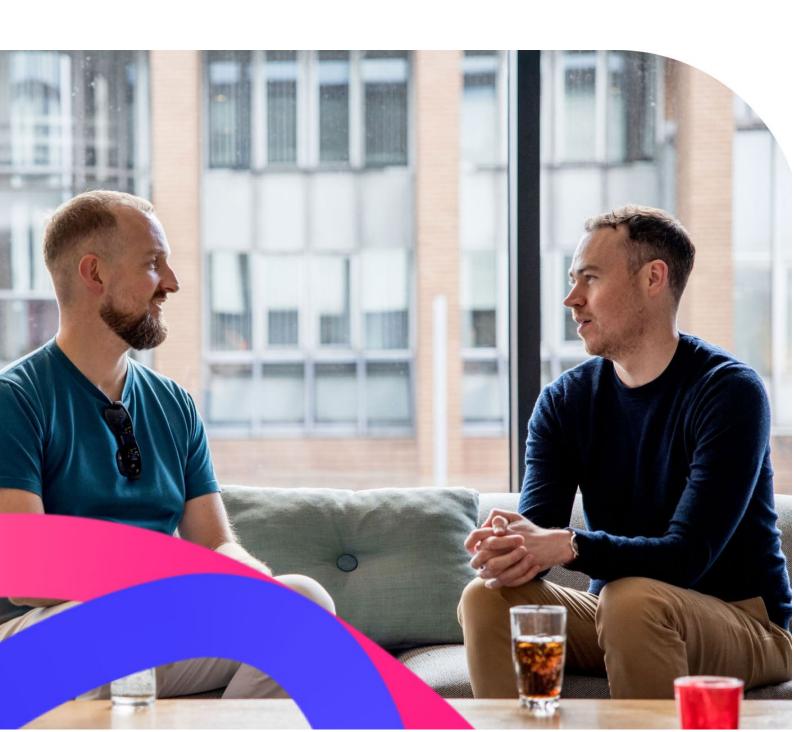
MND Scotland Fundraising Assistant Job Pack



MND Scotland - About Us

About MND Scotland

MND Scotland is the only charity in Scotland dedicated to supporting people with MND, their families, and friends.

Since being founded over forty years ago, MND Scotland has provided practical, financial, and emotional support to anyone affected by MND whilst also funding essential research into finding effective treatments and a cure.

MND Scotland is funded entirely by donations and grants. The charity's patron is Her Royal Highness, the Princess Royal.

For more information, visit mndscotland.org.uk.





Fundraising Assistant

Hours: Full Time (35 hours per week)

Salary: £22,001 (grade 3)

Contract : Permanent
Location : Glasgow Office
Directorate : Fundraising

Reports To: Fundraising Lead

Direct Reports: N/A

Role Purpose

The Fundraising Assistant role is integral to delivering our ambitious fundraising strategy.

You will join a growing and busy fundraising team, providing the organisation and administrative support that underpins the high standards of supporter care and experience we offer. You will manage supporter enquiries with an engaged and solution focused approach and support the delivery of fundraising events and activities. You will help maintain the CRM database, creating processes to support efficiency, and support materials and merchandise procedures. You will work closely with Operations and Finance colleagues to develop streamlined process es for all donations received from MND Scotland supporters.

As a first point of contact for MND Scotland, you will be a confident communicator with a passion for engaging with supporters and bring excellent organisational skills.

Key Responsibilities and Accountabilities

Supporter Care

- Be the first point of contact for fundraising enquiries, ensuring everyone receives an engaged, timely and personal response
- Oversee the implementation of automated supporter journeys
- Manage all fundraising enquiries with a supporter led approach, allocating to the appropriate team member as required
- Gather fundraising stories from supporters, ensuring all relevant permissions and procedures are followed
- Build appropriate, ongoing relationships with supporters to maximise the relationship, exercising judgment, discretion, and appropriate boundaries
- Work with the Fundraising team to ensure all donations are thanked by fundraising colleagues within agreed timescales
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- Work with the Fundraising Team to ensure the Supporter Journeys are followed and appropriately flagged to colleagues as necessary
- Attend fundraising events and activities, as appropriate, including some evening and weekend work

Organisation and Administration

- Provide organisational and administrative support to deliver first-class fundraising events and activities
- Process fundraising administration across all income streams, including community and event, individual giving, corporate, legacies and grants and trusts
- Manage the processing of all donations, ensuring receipt, banking, data capture, and fulfillment of conditions relating to donations
- Input, maintain, and extract accurate information from the database
- Work with the Finance Team to maintain accurate financial records of donations
- Process invoices, building effective relationships with suppliers as appropriate
- Work with the Fundraising Team to maintain stock levels of fundraising materials
- Work across the organisation to source, order, and fulfil merchandise requirements
- Provide regular operational and financial reports to the Head of Fundraising
- Provide other administrative and logistical support to the team as required

Essential Skills and Experience

- Excellent verbal and written communication skills, with the ability to communicate with a range of people across different channels
- Highly organised, with excellent attention to detail, including demonstrable experience of the ability to work on own initiative and manage and prioritise workload
- Excellent administrative skills and knowledge of effective administrative procedures
- Excellent IT skills across Microsoft Office
- Experience of building positive relationships with a range of audiences
- Knowledge of CRM databases
- Strong numeracy skills

Desirable Skills and Experience

- Experience in money handling and financial procedures
- Experience of working in a fundraising setting or a customer focused environment

Essential Competencies

- An understanding of, and commitment to, the cause and vision of MND Scotland
- An understanding of, and commitment to, fundraising principles and the Code of Fundraising Practice An understanding of, and commitment to, delivering first-class supporter experiences
- Ability to manage a busy workload, demonstrating flexibility, initiative, and a problemsolving approach
- Ability to build and maintain positive relationships across a range of stakeholders
- Ability to empathise with and support people affected by MND, whilst establishing and maintaining appropriate professional boundaries

Personal Attributes

If you are enthusiastic about fundraising with a passion for delivering excellent supporter experiences, bringing a highly organised and proactive approach, and believes in our vision of a world without motor neuron disease (MND) then we would love to hear from you.

Additional Relevant Criteria

We pride ourselves in operating a flexible working environment and collaborative working is at the core of what we do. To ensure we achieve this, you will be required to work from the Glasgow office on a regular basis as part of your flexible working.

The job description is current at the date of issue. As and when the work of MND Scotland develops or changes so the areas of responsibility may be subject to change, and the job description reviewed. Such changes would in the first instance be made in consultation with the post holder.

MND Scotland Benefits, Rewards and Employee Recognition

The information below provides a brief statement of the benefits, rewards, and employee recognition schemes available. Please check your contract of employment, company policies and individual rules for eligibility and terms and conditions.

MND Scotland reserves the right to withdraw, amend the scheme and change providers as appropriate.

	Pension Scheme	Eligible employees are automatically enrolled in MND Scotland's Group Stakeholder Pension Plan operated by TPT Pensions within one full month from their start date. Currently MND Scotland contributes 7.5% of gross basic salary and employees are required to make a minimum gross contribution of 3% of gross basic salary.
ing	Life Insurance	3 x base salary cover. This is a day one benefit for all employees.
Employee Support and Wellbeing	Health Cash Plan Salary Sacrifice	Level one of cover with Simply Health provided for employees. Dependent children may be added at no extra charge. Option to increase level of cover and extend to spouse/partner. Reimbursement of expenses up to annual limits for dental; optical; tests; specialist consultations; complimentary therapies. This is a day one benefit for all employees. Salary Sacrifice will be available as an opt-in
Emplo	,	method to the way your contributions are deducted from your salary.
	Annual Leave Entitlement	31 days leave per year, plus one additional day awarded for each year of continuous service up to a maximum of 5 days.
	External Supervision support for our frontline staff	One to one external support from specialised counsellors. This is a day one benefit for frontline staff.
	Able Futures	A self-referral service which offers employees the opportunity to access mental health specialists that can help you cope with any difficulties that are affecting your focus and

		time at work. This is a day one benefit for all
		employees.
	Enhanced Company	Eligible employees (one year's continuous
	Maternity Pay	service)
	Enhanced association	Company paid sickness absence in accordance
	sick pay	with the sickness absence policy and contract
		of employment. This is a day one benefit for all
-		employees.
	Enhanced Carers Leave	One week's statutory unpaid flexible leave
	and Pay	entitlement per year for those employees who
		are caring for a dependant with a long-term care need. Enhanced leave and pay will be
		considered. This is a day one right for all
		employees.
-	Enhanced Jury Service	Full salary paid during Jury service minus
	Elinariosa sary sorvios	deduction for expenses received from the
		court. This is a day one benefit for all employees.
	Birthday Off	Additional days leave for employees to have the
	·	day off to celebrate their birthday. This is a day
		one benefit for all employees.
	Contribution to all staff	Company will pay a contribution to the all-staff
	Christmas lunch	Christmas lunch. This is a day one benefit for all
		employees.
	Half day Christmas	Half day shopping day to be used from 1st to 24th
	shopping day	December. This is a day one benefit for all
	Recognition of	employees. Gift card up to £50.00 per employee.
	significant/ milestone	diff card up to £50.00 per employee.
	event	
	Flexibly Working	Flexible working requests will be considered for
	Requests and	all employees. This is a day one right.
	Environment	, ,
		MND Scotland, currently approaches its working
		environment in a in hybrid model with a mix of
		office and home working.

Employee voice and opportunities	Φ	Staff Surveys	Have your say in the anonymous employee engagement survey and pulse surveys.
	Employee vo opportunitie	Staff Training	Opportunities to gain skills and receive formal training, participate in working groups (such as CRM, Staff Engagement) and undertake CPD.

	Disability Confident Committed Employer.		
Organisational Commitments	Accredited Real Living Wage Employer.		
	Menopause Friendly Employer.		
	Equal Opportunities Employer.		
	Supporter and Provider of Sanitary Products.		
	Our Pledge to Mental Health.		
	On site Mental Health First Aiders.		
rga	Our commitment to continually review our benefits and wellbeing		
OĞ	initiatives.		