

Job Title:	Fundraising & Operations Assistant
Job Setting:	Cancer Relief Centre, 5 South Barrack Road, and in the community
Hours:	Part Time – Maximum of 20 hours a week
Salary:	Starting £10,500 (£21,000 Whole Time Equivalent) - dependant on experience and qualifications
Reports to:	Fundraising, Communication and Events Manager/Operations Manager
Accountable to:	Charity CEO
<p>Job Summary:</p> <p>This role will operate across two departments and the holder will provide specific contribution to supporting the Fundraising, Communications and Events Manager and/or the Operations Manager in the day-to-day efficient running and organisational management of both departments.</p> <p>The post holder will provide support, often face-to-face, to charity suppliers, supporters, donors, members, and service users to enable and enrich both their contribution to and experience of charity operations and services. They will help motivate businesses, groups, and individuals to donate, support and champion the charity's work within the community.</p> <p>They will assist the Fundraising Team in the organisational management of annual events, support our growing network of event participants while working closely with the Fundraising, Communications and Events Manager to build and expand our events programme testing new event concepts, as well as steward existing supporters.</p> <p>The post holder will assist the Operations Team, when directed, with specific project support that aid the effective overall efficiency and management of Charity services. They will respond to the daily needs of the charity's supporter networks, seek to build on the help of supporters wherever possible and assist both departments in the development of volunteers within their area of volunteering.</p> <p>The post holder will be an enthusiastic and organised administrator with superb interpersonal, communication and IT skills. They will possess a creative mind and can think innovatively to problem-solve and work to new goals. Ability to collaborate and work well with a team, as well as demonstrate the ability to take initiative and work independently when needed. A capability to manage changing priorities, work to tight deadlines and committed to championing the Charity's reputation.</p> <p>Key Working Relationships:</p> <p>Internal:</p> <ul style="list-style-type: none"> • Fundraising, Communications and Events Manager • Operations Manager • Brand and Marketing Officer • Centre Office Administrator • Centre Services Clinical Team • Cancer Relief HOS (Hospice Outreach Service) team • Centre Volunteers • Trustees, CEO and Management Committees <p>External:</p> <ul style="list-style-type: none"> • Supporters (including Individuals, local companies, organisations, grant-making trusts, and foundations) • Local Cancer Charities • Service Users • External Agencies and Contractors • Local government departments • Mainstream media outlets 	

Key Duties and Responsibilities:

- Assist in the departments general office management needs on a day-to-day basis while helping to support both department managers in delivering Fundraising and Operations department strategies and budgets.
- Assist in managing the day-to-day needs of existing charity owned community challenges and events as well as helping to create and manage new charity owned community challenges to achieve agreed income and profile-raising targets.
- Assist the Fundraising Team with supporting our third-party community challenges and events bringing enthusiasm and charity knowledge that aim to raise the charity's profile and reach within the community.
- Demonstrate proficiency in IT skills with a strong focus on Microsoft Excel to help manage daily updates to all department fundraising and operations databases when instructed for accurate record keeping.
- Work with the Fundraising team to meet fundraising targets, and generate creative, effective, and engaging ideas.
- Help the Fundraising team with building new and nurturing existing donor networks and key relationships, including volunteers, health professionals, donors, trustees, colleagues, and media outlets.
- Assist the Fundraising, Communications and Events Manager to develop new campaigns and events in line with Fundraising Strategy, creating new engaging fundraising opportunities.
- Work with the charity's Brand Manager on all planned events and fundraising efforts to promote them through the charity 's communications platforms and other publicity means.
- Be able to speak confidently and effectively to inspire people about Cancer Relief's work and deal with Charity Suppliers and service providers in a professional, persuasive, and engaging manner.
- Support the Fundraising, Communications and Events Manager in managing the day-to-day work allocation, and help them motivate and guide a small team of fundraising volunteer assistants and events coordinators.
- Be open and inclusive to work alongside others with enthusiasm, to achieve the best results, with a positive attitude towards learning and sharing.
- Attend Charity team meetings on a regular basis. Contribute to building effective teamwork in exchanging views, ideas and communicating effectively.
- Demonstrate developed local cultural awareness and ability to work well in an environment with people from diverse backgrounds and cultures.

Responsibility for Information and Data Protection:

- Be responsible for confidentiality in line with Charity policy and procedures.
- Accurately input personal data using a variety of Charity IT systems in a timely way.
- Ensure all information held is kept up to date.
- Shred and destroy confidential documentation in line with Charity policy.

Additional Duties:

This job description is not intended to be a complete list of duties but is expected to act as a guide to the principal areas of key responsibility and as such will include any duties appropriate to the role. All job descriptions are subject to review. Job holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. Flexibility to work outside core hours occasionally to support other activities as required. This job description is therefore not exhaustive and is subject to change as indicated by the needs of the Charity. Any review will be undertaken by the Trustees in consultation with the post holder.

OTHER INFORMATION
Unsociable Hours:

There may be an occasional need for unsociable hours, e.g., attendance at fund-raising events, meetings, and conferences. These hours can be paid at standard hourly rate or taken as time to be owed back.

Health and Safety:

To ensure that the agreed procedures are carried out, be aware of the responsibilities placed on employees under the Health and Safety at Work Act, to maintain a safe environment for employees, volunteers, and visitors.

Data Protection:

If you are required to do so, any processing or use of information pertaining to staff, patients and/or clients must be held in a fair and lawful way. Data should only be held for specific registered purposes and for the minimum period. It must not be disclosed in any way incompatible with such purposes.

Equal Opportunities:

It is the aim of GSCR to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, nationality, or ethnic origins, or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, GSCR has an Equal Opportunities Policy, and it is for each employee to contribute to its success.

No Smoking Policy:

GSCR operates a No Smoking policy.

Confidentiality:

All information concerning patients/clients and staff must always be treated as strictly confidential.

	Essential	Desirable
Qualifications	<p><i>GCSEs / A Level or equivalent.</i></p> <p><i>Relevant office management training /qualification or administration skills and experience.</i></p> <p><i>Demonstrate excellent written English language and numeracy skills, with an ability to write clearly and concisely.</i></p> <p><i>Strong Microsoft Office & IT skills (Word, Excel, PowerPoint) with proven experience developing and managing excel databases in particular.</i></p>	<p><i>Experience in basic office management, marketing, communications, or fundraising (in any context)</i></p> <p><i>Experience with CRM database/systems</i></p> <p><i>Experience of working in the voluntary sector</i></p>
Skills & Personal attributes	<p><i>Planning, organizing & excellent time management abilities.</i></p> <p><i>Effective communication & interpersonal skills</i></p> <p><i>Outgoing personality; Positive, proactive attitude.</i></p> <p><i>Customer-service orientation.</i></p> <p><i>Creative & innovative. Initiative & Solution Driven.</i></p> <p><i>To able to work independently under own initiative and prioritize and manage multiple tasks efficiently.</i></p>	<p><i>Spanish Speaker</i></p> <p><i>Second Language</i></p> <p><i>General charity and NGO operational awareness</i></p>