**Job description and person specification**

**Job title:** Fundraising Assistant

**Location:** Bristol, UK – office-based

**Duration:** permanent

**Working hours:***Part time, 15 hours a week (over 3/4/5 days – working days negotiable)*

**Salary:** £23,929 *pro rata +* 33 days annual leave inclusive of bank holidays (pro rata) *+ pension* (6% employer contribution)

**Start date:** *30th May or as soon as possible thereafter*

**Overall aim:** To provide administrative support for the Fundraising department

**Key objective:** Process donations with a high level of accuracy, provision of a high level of supporter care, provision of support to fundraising team.

**Key roles/ tasks:**

1. **PROCESS DONATIONS AND PROVISION OF SUPPORTER CARE**
   1. Processing of donations on our database.
   2. Fulfilment of thank you letters to donors with in two working days.
   3. Processing and fulfilment of Gift Catalogue orders.
   4. Undertaking of inbound and occasional outbound emails and telephone calls with supporters.
   5. Maintenance of accurate database records for all communication and donations. Maintenance of donor files in line with procedures, legal obligations and best practice.
2. **SUPPORT FOR FUNDRAISING TEAM**
   1. Production and fulfilment of mailings to high-net-worth supporters
   2. Research on potential new corporate supporters
   3. Maintenance of image library
   4. Proofreading of fundraising materials and documents
   5. Liaising with printers and designers regarding the production of fundraising materials.
3. **UNDERTAKE OTHER TASKS AS AGREED WITH LINE MANAGER**
   1. To adopt a positive approach to personal and professional development; engaging in one-to-one meetings; an annual performance review and relevant training.
   2. To maintain confidentiality in all areas of work at Tree Aid
   3. To carry out any other duties as are within the scope, spirit and purpose of the post as requested by your line manager or any other member of the Tree Aid team.

**Person specification:**

**EXPERIENCE**

* Experience of working in an office environment, in an administrative role.
* Experience of maintaining CRM databases, preferably Raisers Edge.
* Experience of maintaining effective paper and electronic filing systems.
* Experience of processing post and cheques/direct debits/donations.

**SKILLS/KNOWLEDGE**

* Strong IT skills including Microsoft Word, Outlook, Teams, Excel
* Excellent attention to detail and commitment to accuracy
* Well organised, able to plan and prioritise work within defined parameters
* Able to work as part of a team with people at all levels (internal and external)

**COMMITMENT**

* Alignment with Tree Aid's vision, mission and values
* A passion for, and commitment to, international development and to issues affecting rural communities in dryland Africa