

## **Job description and person specification**

**Job title: FUNDRAISING ASSISTANT (High Value, Corporate & Trust)**

**Location:** *Bristol, UK*

**Duration:** *Permanent position*

**Working hours:** *full time, 35 hours a week*

**Salary:** *£23,009 pro rata + competitive holiday + pension*

**Start date:** *June 2022*

**Responsible to:** *Fundraising Manager*

The overall aim is to support the Corporate, High Value and Trust Fundraising team with donor communications, as well as providing administrative support.

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### **Key Objectives**

- To deliver communications for corporate, high value and trust supporters
- To provide administrative support to the corporate, high value and trust fundraising team
- To assist with the cultivation and engagement of new Tree Aid supporters

### **Key roles/ tasks:**

#### **1. COMMUNICATIONS (40 %)**

- 1.1. Attend, contribute to and participate in the Communications Working Group.
- 1.2. Development of monthly mailings for donors and prospects.
- 1.3. Develop quarterly updates for trusts, foundations and corporate partners.
- 1.4. Write 6-monthly grant applications with support from the Fundraising Manager.
- 1.5. Update and report on the application schedule to trusts and foundations.
- 1.6. Update the Tree Aid corporate and high value donor website pages.
- 1.7. Act as a point of contact for donors, answering calls and responding to email enquiries. Ensuring high standards of supporter care are maintained.

#### **2. PROVIDE ADMINISTRATIVE SUPPORT (45%)**

- 2.1. Conduct due diligence research for new high value and corporate donors.
- 2.2. Support the Fundraising Manager and Officer to organise donor events.
- 2.3. Maintain accurate database records and donor files in line with data protection laws, Tree Aid policy, procedures, legal obligations and best practice.
- 2.4. Support with the accuracy of donations processing and donor pledges.
- 2.5. Use routine database reports to assist the team with mailings and reporting on performance.
- 2.6. To provide administrative support as required for all campaigns and appeals.
- 2.7. To monitor stocks of campaign, appeal and marketing materials.
- 2.8. Carry out research to identify trends and opportunities.

### **3. UNDERTAKE OTHER TASKS AS AGREED WITH MANAGER (15%)**

- 3.1. Keep abreast of Tree Aid's work and the wider development context.
- 3.2. To adopt a positive approach to personal and professional development; engaging in one-to-one meetings; an annual performance review and relevant training.
- 3.3. To maintain confidentiality in all areas of work at Tree Aid
- 3.4. 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.

### **KEY SUCCESS FACTORS**

- Well-written and engaging donor communications.
- Database up to date and fully utilised.
- Engaged and committed supporters.

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### **Person specification:**

#### **Experience and knowledge**

- Experience of working in a customer or supporter facing role
- Experience of working in a fundraising or administrative environment
- Experience managing a central team inbox
- Experience of using mail merges or organising mass mailings
- Experience of using customer or supporter database such as Raiser's Edge
- Experience of supporting with fundraising events
- Experience of maintaining donor files in line with procedures, legal, GDPR obligations and best practice

#### **Skills**

- Highly organised and able to plan and prioritise work
- Strong IT skills including Microsoft Word, Outlook, Teams, Excel
- Excellent attention to detail
- Excellent communication skills, both in writing and with a confident phone manner

#### **Personal qualities**

- Team player who enjoys being a part of a team and collaborative working
- Helpful, approachable and supportive
- Flexible and responsive

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