

**Job Description
Fundraising Assistant
(Supporter Stewardship)**

Responsible To: Development Manager	Team: Fundraising Team
Location: Nordoff Robbins 2 Lissenden Gardens, Highgate, London NW5 1PQ	Hours: 9:30 – 17:30 Monday to Friday (the role has a requirement for working flexible hours and attending events outside office hours when needed including evenings and weekends)
Direct reports: N/A	Salary: £19,801 with London Weighting of £1,500 Total: £21,301

Role Summary / Purpose of the job

This Supporter Stewardship specific Fundraising Assistant role will be focused on retaining and maximising the support of our fundraisers and supporters across the UK and play an active role through the provision of outstanding customer service which contributes towards our strategic objectives.

Supporter Stewardship is at the heart of our fundraising and engagement activity, as individual donors help to secure our long-term future and enable us to work toward our ultimate goal of enriching lives through music therapy. The primary function of Supporter Stewardship is to support individual givers through their journey with Nordoff Robbins to give them the best experience as a Nordoff Robbins supporter.

As Fundraising Assistant you will report into the Development Manager and will handle the day to day administration and general supporter queries via the telephone, email and post. You'll be responsible for all donation processing, ensuring that supporters' donations are thanked and processed in a timely manner and that Nordoff Robbins procedures are followed and updated when necessary. Alongside this, you will share the supporters' feedback with the wider team to help us always put the supporter at the forefront of our fundraising and engagement activity.

Responsibilities:

Customer Service

- Be the voice of Nordoff Robbins to all everyday supporters, i.e individual givers, community and challenge fundraisers.
- Deliver excellent customer care skills
- Help organise 'cheer squads' at challenge events
- Act as an ambassador at Nordoff Robbins events.

Fundraising Administration

- Compile and send information and fundraising packs to all supporters, in particular for community, challenge events and other campaigns
- Be responsible for the fundraising team email inbox
- Manage supplies of all fundraising materials, placing orders with external suppliers as needed, e.g. stationary, t-shirts
- Ensure regulatory compliance – with internal policies and procedures alongside external requirements e.g. health and safety, fundraising standards, practices and policies

Donation Processing and Database Management

- Maintain supporter records on the database including processing all donations on our CRM – Salesforce. (Training will be provided.)
- Record and acknowledge ALL donations (including writing thank you letters)

General Duties

- Work collaboratively with the Partnership Events Officer, Fundraising Assistant, and the wider team to achieve overall departmental KPIs and non-financial KPIs.
- Work with the Marketing and communications team to ensure that all communications to our supporters is on brand and message and done in a co-ordinated and timely way e.g to send out a regular e-newsletter or to run direct appeals.
- Work with the wider Fundraising, Communications and Music Services teams to champion national initiatives.
- Help organise open days and centre visits for long term supporters

This role is subject to a DBS check

Person Specifications – Fundraising Assistant

Education/Qualifications	
Educated to a degree level	Desirable
Knowledge and Experience	
Experience of working in a supporter/customer care team including dealing with enquiries over the phone and email	Essential
Experience working in a team which is working towards achieving income targets	Essential

Strong IT skills (Excel, Word, PowerPoint) and experience using a database	Desirable
Some experience working with fundraising volunteers	Desirable
Experience of working in a charity or other not for profit organisation	Desirable
Some experience of using a customer relationship database	Desirable
Skills and Competencies	
Highly organised and able to multi-task	Essential
Excellent interpersonal and teamwork skills	Essential
Excellent written and verbal communication skills with the ability to communicate effectively and professionally with different internal and external audiences	Essential
Excellent organisational skills with strong administrative and recording skills as well as attention to detail	Essential
Confidence to speak with a broad range of supporters and donors and excellent telephone manner	Essential
Excellent time management and organisational skills	Essential
Experience of writing detailed procedure notes	Essential
Experience of managing a busy workload and working independently	Essential