

JOB DESCRIPTION

Department:	Fundraising
Job Title	Regional Fundraising Assistant
Line managed by:	Regional Fundraising Manager
Based At:	Cleeve Court, Leatherhead
Salary Band:	Grade 8
Job Purpose and Context	
<p>This role will provide administrative support to the team of regional fundraisers to assist in delivering agreed income targets from a variety of groups and individuals across the community.</p> <p>The post holder will be responsible for a number of administrative roles, including, thanking supporters, responding to enquiries, sending out materials, monitoring fundraising materials and logging all communications on the supporter database, thankQ.</p> <p>Other responsibilities will include attending fundraising events, cheque presentations, visiting schools and groups, collaborating with the Events Team to help secure new sporting participants from the community and managing all community scheme applications (Waitrose Community Matters, local Sainsbury's etc).</p> <p>The post holder will be responsible for managing the team's office volunteers and providing them with the information required to support the regional fundraising team.</p> <p>The post holder will live the Rainbow Trust Values and professionally communicate with our supporters, over the telephone, email and face to face at various events and meetings. Providing excellent supporter care at all times.</p>	
Areas of Responsibility	
<ul style="list-style-type: none"> • Write and submit all community scheme applications, including Waitrose Community Matters, ASDA, local Sainsbury's applications. • Promote sports and challenges where Rainbow Trust has places in these events and secure participants from the community. • Maintain strong relationships with existing volunteer fundraisers and key community groups to secure future donations • Ensure thankQ (supporter database) is used to record and document all transactional and non transactional interactions. • Provide regular, accurate supporter reports • Provide general office administrative support to the Regional Fundraisers • Attend events across the South to support fundraising activity. 	
Leadership and Strategy	
<ul style="list-style-type: none"> • Provide guidance and direction for volunteers • Professionally represent the department and the charity internally and externally • Commit to Performance Management Process and develop stretching objectives to meet business plan • Take responsibility for own professional development 	

<ul style="list-style-type: none"> • Participate in the strategic planning process • Live the Rainbow Trust Values
Operational and Project Planning
<ul style="list-style-type: none"> • Develop own individual work programme in consultation with line manager to effectively support the team to raise income from targeted community groups, individuals and fundraising groups • Take individual responsibility for agreed objectives and targets • Organise own time and resources effectively and use initiative • Contribute to team and department planning events and activity • Organise own time and resources effectively and use initiative • Develop project plans to support work programme activity that identify key milestones, success criteria and resource requirements
Working with Customers and Service Delivery
<ul style="list-style-type: none"> • Deliver outstanding customer service to new and existing supporters based on sound customer care principles • Respond effectively and promptly to enquiries and requests received direct from supporters and ensure that their expectations are met/exceeded • Make the fundraising 'ask' as and when appropriate • Nurture long lasting relationships with supporters. • Relay information and supporter contact to the appropriate internal contacts • Deliver direct services to both supporters and colleagues to a high professional standard and corporate guidelines • Report any complaints received to the team from supporters, suppliers or any other external or internal contacts and record according to internal policies.
Developing, Maintaining Systems and Procedures
<ul style="list-style-type: none"> • Ensure that data is recorded on the fundraising database, thankQ • Contribute to wider data collection and analysis exercises across the department • Ensure compliance with data protection guidelines and corporate policy • Effectively use fundraising database and suite of MSOffice products to keep Community records current, complete and accurate
People Management and Development
<ul style="list-style-type: none"> • Manage all Regional Team office volunteers • Inspire and provide advice and support to volunteers following the Volunteer Management guidelines • Recognise and value the contribution of volunteers and interns
Team Working and Collaboration
<ul style="list-style-type: none"> • Develop successful cross-team working with relevant Care teams • Collaborate effectively with colleagues across the department and organisation • Proactively participate in team meetings • Contribute to team building initiatives and activities including SBI feedback
Special Conditions

- It is expected that the post holder will be out of the office on occasions meeting supporters and stakeholders
- Flexible working to support evening and weekend community events
- Full driving licence
- The list of responsibilities outlined above are not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a manager.