



## **CHESS Homeless**

### **Job Description – Fundraising & Administrative Assistant**

<b>Job Title:</b>	<b>Fundraising &amp; Administrative Assistant</b>
Department:	Fundraising
Reports to:	Fundraiser
Accountable to:	Executive Director & Trustees

#### **Job Purpose/Summary**

To provide fundraising and administrative support to the fundraiser at CHESS. To assist in building and developing fundraising relationships in the community, by providing excellent stewardship and support to our volunteers and key supporters.

To assist in the delivery of a successful portfolio of community fundraising activities, under the management and leadership of the fundraiser.

To be an active member of the team out in the charity's community, providing practical support and resources to all those who raise money for CHESS.

#### **Key relationships**

##### **Internal**

- Management Team and Trustees
- Fundraiser
- Fundraising Groups and Volunteers
- Operational Staff
- Service Users

##### **External**

- Supporters
- Local Media
- Local community contacts
- External fundraising networks and contacts from other charities

#### **Key Responsibilities**

- Working with the fundraiser to implement the fundraising strategy and participate in the delivery of annual budgets, targets and plans.

- Provide excellent supporter service to members of the public who enquire, via phone, mail and in person and ensure all supporters and volunteers are supported in a way which will make them feel valued, encouraging their long-term support.
- To collaborate with the fundraiser to enable the delivery of work under the direction of the Fundraiser.
- To work alongside the Fundraiser to help research, plan, implement events and attend fundraising events and activities.
- To be responsible for ordering and stock control of all fundraising merchandise.
- To be responsible for collection pot placements, logging and their servicing, including counting all monies.
- To help where necessary with the thanking of donations that come into CHESS.
- To be responsible for answering the phone for general enquiries and forwarding the call accordingly.
- To assist with the recruitment of Fundraising Group volunteers and other volunteers wanting to help with fundraising.
- To effectively use the fundraising database and MSOffice to keep records, current, complete and accurate adhering to Data Protection.
- To represent the charity to a variety of external audiences under the direction of the fundraiser, ensuring a professional approach is adhered to always.
- Assist with any PR and media requirements
- Provide the fundraiser with timely updates on performance and produce a monthly report.
- Take part in monthly supervision meetings.

## **General**

In addition to the specific duties and responsibilities outlined in this job description, all CHESS employees should be aware of their specific responsibilities towards the following: -

- CHESS is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at CHESS.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Adhere to all CHESS policies and procedures always.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to on-going learning and development and to participate in any training relevant to the role.

**This job description is not exhaustive. It merely acts as a guide and may be amended to meeting the changing requirements of the charity at any time after discussion with the post holder.**



## CHES Homeless Person Specification

**Job title: Fundraising & Administrative Assistant**

Criteria	Essential	Desirable	How assessed
Skills/Abilities	<ul style="list-style-type: none"> <li>• Good verbal and written communication skills.</li> <li>• Enthusiastic, flexible and positive manner.</li> <li>• Good Team Player</li> <li>• Good IT skills including word processing, email. Power point, spread sheets and a working knowledge of databases.</li> <li>• Excellent people and customer service skills</li> <li>• Able to engage with supporters and volunteers and support their fundraising activities.</li> </ul>	<p>High level of computer literacy.</p> <p>Able to provide good stewardships to supporters</p>	Application/Interview
Knowledge	<ul style="list-style-type: none"> <li>• Understanding of general office systems and procedures.</li> <li>• Ability to solve problems and think creatively</li> </ul>	Knowledge of fundraising activities	Application/Interview
Qualifications, training & education	<ul style="list-style-type: none"> <li>• Five GCSE's (grade C or above) or equivalent, including English and Mathematics.</li> <li>• Full, clean driving licence</li> </ul>		Application/Certificate of qualification
Experience	<ul style="list-style-type: none"> <li>• Previous fundraising experience or contact with the public (face to face or phone) in a</li> </ul>	An interest in or experience of charity work and fundraising.	Application/Interview

	<p>customer/supporter facing environment</p> <ul style="list-style-type: none"> <li>• Experience of working with databases</li> </ul>	Has worked with volunteers.	
	<ul style="list-style-type: none"> <li>•</li> </ul>		
Personal Attributes	<ul style="list-style-type: none"> <li>• Well organised and efficient</li> <li>• Ability to work on own and as part of a team</li> <li>• Ability to work with key supporters and deal with the public</li> <li>• Ability to manage and prioritise own workload</li> <li>• Ability to work under pressure and to deadlines</li> <li>• Ability to multi-task</li> <li>• Creative and innovative</li> <li>• Positive, self-motivated and committed to achieving results.</li> <li>• Good attention to detail and accurate record keeping.</li> <li>• Flexible approach to hours of work and be willing and able to work some evenings and weekends.</li> </ul>	Ability to show initiative and lateral thinking.	Application/Interview

Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities.