

Role Description

Chapter Member – Partner



Fundraising Assistant

This role sits within the Partner Chapter and is supported by the Chapter Lead.

Salary range: £25,553 - £31,942
Step A

Hours: 35 per week

Location: Home-Based

Contract: Permanent

Disclosure Level: Basic

About the Partner Chapter

To achieve our ambitious plan of reaching all deaf children as early as possible, National Deaf Children's Society (NDCS) cannot work alone. We need to have the ability to seek out and develop mutually beneficial relationships with a variety of audiences and key strategic partnerships with a range of organisations. This is where the Partner Chapter adds value to our organisation. We have the core skills to seek out, negotiate and develop key partnerships which in turn enable our charity to achieve its strategic goals.

About the role

As a Chapter Member at the National Deaf Children's Society, you'll be in a Chapter of like-minded and skilled specialists, experts, and emerging experts who value and respect each others contribution. Chapters are self-organising, and every member has a vital role to play, sharing their skills, knowledge, and experience and learning and developing together.

With a specialism in Fundraising Administration, you'll support your Fundraising Colleagues to ensure we provide outstanding stewardship to our supporters. You will work as part of a team and manage a number of supporters, stewarding them throughout their fundraising to maximise income and provide an excellent support experience. You will manage our inboxes being the first point of call for our supporters, welcoming them to the charity. You will be highly organised and have a keen eye for detail to ensure income is coded correctly, data is recorded accurately and that orders and invoices are processed correctly to ensure the smooth running of our fundraising events and challenges. You will conduct some fundraising research and have ownership of a number of small projects to support our overall fundraising portfolio.

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Alongside this there may be times when you will use your skills, knowledge and expertise to work in squads of between six to nine people on exciting and customer focused initiatives. This involves following agile values and principles and working collaboratively with the product owner and colleagues to deliver on the strategic objectives and value for our customers. You'll be given direction on what needs to be achieved and the freedom to achieve it.

What a day in the life of a Fundraising Assistant might look like:

- Delivering an outstanding supporter experience via, phone, email, post and social media from the point of registration, by providing engaging stewardship throughout and thanking. All with a view to increasing supporter retention and maximising fundraising outcomes.
- Undertaking fundraising research and analysis.
- Maintaining accurate records of gifts and other relevant data from individuals, groups and organisations on the database.
- Ensuring our materials supply chain can deliver materials to supporters as needed.
- Providing additional administrative support as required.
- Where required, to attend events, fundraising presentations and briefings – this may require occasional weekend and evening commitment.
- You may work in your squads and on operational tasks as well as contributing to evolving 'centre of excellence' for your skill set.
- You'll have ownership of small scale projects and bring your knowledge, skills, and expertise to develop products incrementally.
- You'll reflect on progress and performance - always looking to improve and keep momentum.
- You'll share wisdom, experience, and knowledge with others.

Who are you?

- You are highly organised, detail-oriented and a great communicator.
- You're highly self-motivated and have a passion for fundraising.
- You are driven to deliver an excellent supporter experience.
- You're passionate about working as part of a team.
- You have a can-do attitude and are focused on achieving outcomes.
- You have a can-do attitude and are focused on achieving outcomes, always looking at the bigger picture

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- You're happy to share and develop your skills, knowledge, and experience
- You have an open mindset and embrace new concepts and ideas
- You're a natural collaborator and embrace both giving and receiving growth-based feedback to support personal development
- You're adaptable within a changeable environment
- You thrive in an agile delivery environment.

What will be in your toolkit?

- Proven experience in providing accurate and timely administrative support to a busy team.
- Experience in working within a fundraising team and ideally in dealing with queries from the public.
- Good research and analysis skills and the confidence to share your findings.
- Great oral and written communication skills
- Strong digital skills and a sound understanding of agile values and principles or willingness to develop this understanding quickly once in post
- A commitment to the organisation's culture
- Ability to develop relationships across the organisation
- Comfort with ambiguity
- Bravery, courage and an appetite for risk taking
- An exclusive focus on customers
- An enthusiasm for giving and receiving continual feedback.

What will you bring?

- A can-do attitude and focus on achieving positive outcomes.
- Willingness to share thoughts, skills, knowledge, and experience.
- An open mindset, embracing new concepts and ideas.
- Natural collaboration skills, coupled with clear communication.
- Capability to adapt within a changeable environment.
- Desire to learn agile principles, and to thrive within an agile project environment.
- Strong digital skills (Microsoft 365)
- Ability to learn from mistakes and unafraid of failure.
- Enthusiasm for giving and receiving continual feedback.
- Passion for continuous improvement - reflecting on progress and performance.

Person Specification

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National
Deaf Children's
Society

Essential Criteria		How it is measured
<i>A – Application I – Interview T – Test or Presentation Q – Qualification</i>		
1.	Friendly and approachable with excellent oral communication skills with proven ability in dealing with queries from the public and deliver an excellent supporter experience, ideally in a fundraising environment.	A / I
2.	Excellent written communication skills with proven ability to draft high quality written correspondence that enhances the supporter experience, ideally in a fundraising environment.	A/I
3.	Proven organisational and administrative skills with outstanding attention to detail.	A/I
4.	Self-motivated with demonstrable ability to take accountability and prioritise own work to meet individual and team deadlines.	A / I
5.	Strong digital skills with proven experience of using Microsoft applications, web-based systems, social media platforms and working with a Customer Relationship Management database.	A/I
6.	Excellent communication and interpersonal skills, with a proven ability to manage up.	I
7.	Comfortable working in an agile development environment (sound understanding of agile values and principles).	I
8.	You're passionate about working as part of a team and sharing and developing your skills, knowledge, and expertise in a collaborative environment.	I
9.	You have a can-do attitude and are focused on achieving outcomes	I
10.	You have an open mindset and embrace new concepts and ideas	I

Desirable Criteria		How it is measured
<i>A – Application I – Interview T – Test or Presentation Q – Qualification</i>		
1.	BSL Level 1 or above, a good level of deaf awareness and/or working towards BSL level 1 or above. Understanding and experience of deafness and British Sign Language skills or a willingness to learn.	A/Q