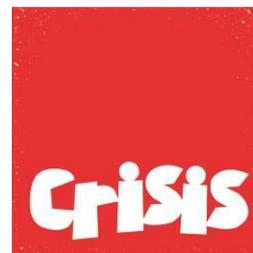


Job Description



Job title:	Fundraising Assistant – Individual Supporters
Department:	Fundraising
Reporting to:	Senior Digital Individual Supporters Executive
Salary:	£23,262 per year
Hours:	35 per week
Location:	Based in London Head Office. Working from home is an option in line with Crisis' homeworking policy (minimum of one day a week in the office).
Contract type:	Permanent

Aim and influence

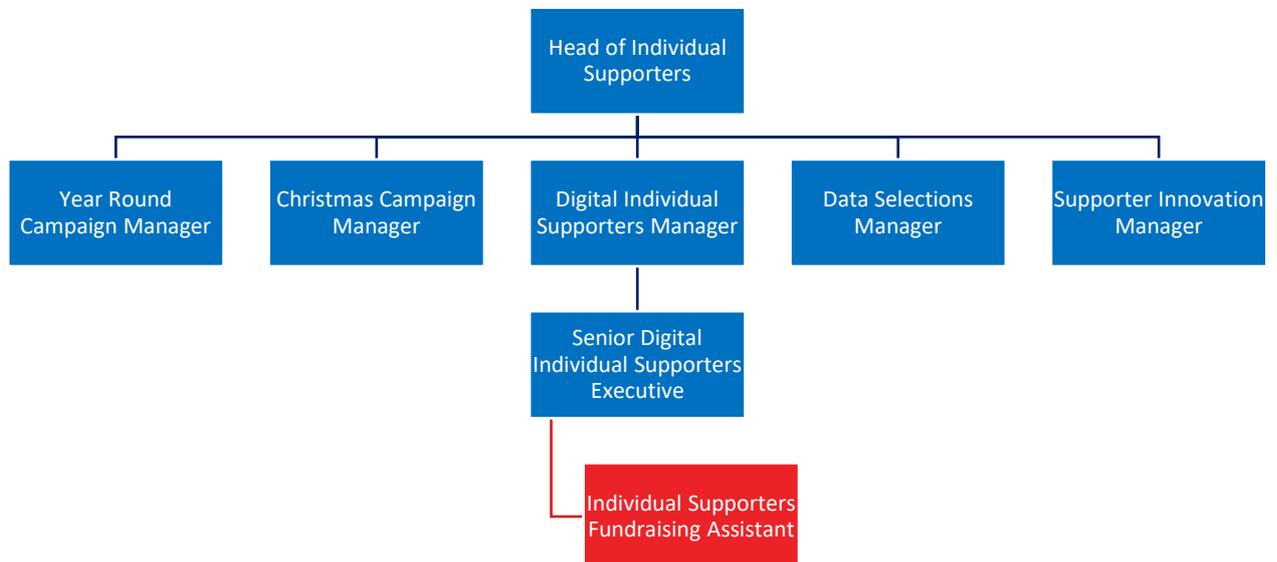
- Supporting the Individual Supporters team who raise income to help Crisis run its services.
- Gaining skills, knowledge and experience to help you work in fundraising or the charity sector.

Other key details

- Some evening work may be required and time off in lieu will be given in accordance with Crisis TOIL (time off in lieu) policy
- Up to four days working from home may be considered in line with Crisis' homeworking policy



Organisational chart



Please note structure is subject to change

Job responsibilities

- Supporting team members with admin tasks including the organising and storing of fundraising materials
- Coordinating team meetings, circulating notes and following up on key actions.
- Helping to track project timelines and deliverables.
- Preparing reports on our fundraising activities including weekly digital fundraising performance
- Helping collect the information and resources needed for fundraising campaigns.
- Getting involved in and supporting with a variety of activities and projects so that the team benefits from your ideas and you learn as much as possible about producing fundraising campaigns.
- Ongoing research on fundraising campaigns and trends within the fundraising sector
- Working alongside the team to create engaging digital content for social, email and other forms of digital fundraising.

General responsibilities

- Actively encourage and support member (people who use Crisis services) involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required
- Learn about, respect and meet professional standards published by the Institute of Fundraising and the Fundraising Standards Board

Person Specification

Essential

- 1 Good verbal and written communication skills
- 2 An interest in creative design and ad copy
- 3 Ability to work in a team
- 4 Good organisational skills
- 5 Ability to analyse data
- 6 Ability to find different solutions to problems
- 7 Experience of using Microsoft Office (including Word, Excel, PowerPoint & Outlook) and other IT programmes, with a willingness to develop skills with support
- 8 An interest in pursuing a career in fundraising or the charity sector
- 9 Commitment to Crisis' purpose and values including equality and social inclusion (you can see more here: <https://www.crisis.org.uk/about-us/how-we-work/our-values/>)

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

Fundraising Assistant, Nov 21 – Job Pack

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.