CARERS SUPPORT CENTRE (CSC)

JOB DESCRIPTION

Job title: Fundraising and Communications Admin Support

Responsible to: Fundraising and Communications Manager

Hours: 22.5 hours (can be worked flexibly)

Salary: £20,725 - £21334 pro rata

Place of work: CSC, Gill Avenue, Fishponds, Bristol

Main aim of the post

To provide administrative support to the Fundraising and Communications Team (Fundraising & Communications Manager, Trusts Fundraiser and Communications and Digital Media Officer)

MAIN TASKS

To assist the Fundraising & Communications Manager and Trusts Fundraiser with:

Fundraising

1. Managing and updating CSC's fundraising (Microsoft Access) database, including the tracking process of grant applications and provision of reports (Excel)
2. Helping maintain relationships with funders and donors eg sending acknowledgements/appreciation letters, filing, helping develop funding appeals and submitting end of grant reports
3. Extracting information from our client database for funding bids (Charity Log)
4. Administering and helping promote CSC's Lottery scheme
5. Promoting CSC's 'Give as You Live' scheme to staff, trustees, volunteers and service users
6. Having oversight of individual donations (CAF donations via our website)
7. Help with carrying out trust fundraising research for potential prospects eg using FundsOnline, Charity Commission website.
8. Liaising with and supporting external community fundraising efforts eg fun runs by providing information and publicity support (eg social media, T-shirts, donation tins)
9. Help with writing smaller funding bids, based upon information provided by the team

10. Help with producing case studies/evaluation reports for bids and end of grant reporting.

To assist the Fundraising & Communications Manager and Communications & Digital Media Officer with:

Communications

1. Providing support with producing publications eg researching images, liaising with printers
2. Organising the external distribution of literature to key partner organisations and undertaking regular stock take
3. Cataloguing images for CSC's image bank
4. Producing Ebulletins for different teams eg for carers, professionals, supporters (Mailchimp)
5. Updating and managing mailing lists (eg Mailchimp, Excel)
6. Providing design support using inhouse software (Canva) e.g. internally produced flyers
7. Collating quarterly monitoring statistics
8. Providing back-up cover for the Communications Officer in updating CSC's website and social media accounts

General

To:

1. Ensure that all work is carried out in accordance with CSC's policies and procedures.
2. Undertake any other duties commensurate with the grading of the post, as agreed with the line manager.
3. Support the organisation administration as and when required.

PERSON SPECIFICATION

ESSENTIAL:
Experience/Knowledge

- A minimum of 2 years' experience working in an administrative role, including developing and maintaining office systems

Skills

Excellent and demonstrable:

- IT skills with good working knowledge of Office 365

- Database and spreadsheet skills with good working knowledge of Excel and Microsoft Access
- Written and verbal communication skills
- Organisational skills
- Attention to detail

Qualifications
- GCSE Maths and English

Attributes

- Extremely well organised
- Ability to work on own initiative, manage time effectively, prioritise own workload and work to tight deadlines
- Ability to work as part of a team
- Ability to establish good working relationships with donors, supporters, staff, volunteers and external agencies
- Commitment to equal opportunities and diversity

DESIRABLE:

Experience of:

- Working in a fundraising and/or communications environment
- Using SharePoint or other cloud-based shared filing system
- Using WordPress or other web content updating application
- Using Canva or other design application
- Using MailChimp or other e-communication application for designing e-bulletins and maintaining mailing lists
- Posting to social media: Facebook, Twitter, Linked In
- Using Charity Log or other client database application
- Print production process
- An understanding of the needs of carers