

Fundraising and Communications Support

Job Description

- **Hours:** 22.5 hours (Tuesday, Wednesday and Thursday)
- **Salary:** FTE £23,809 (actual £14,285) per annum
- **Location:** CS, Gill Avenue, Fishponds, Bristol
- **Responsible to:** Communications Manager

Thank you for your interest in joining Carers Support Bristol & South Gloucestershire.

About Carers Support Bristol and South Gloucestershire

Carers Support BSG exists to improve the lives of unpaid carers of all ages. We provide information, advice, emotional support, peer groups, training, advocacy, practical help and activity programmes.

We work closely with local authorities, health partners, schools, colleges and voluntary organisations to ensure carers are recognised and supported.

Our Vision

A better life for carers of all ages where they are recognised, valued and supported in their caring role and empowered to fulfil their own aspirations.

Our Values

- **Co-producing** – We will be led by carers' needs involving them in service planning and development and encouraging other organisations to do the same.
- **Learning** – We will constantly review and refine our services, developing and sharing good practice.

- **Collaborative and connected** – We will be collaborative in our approach to supporting carers, working closely with partner organisations and communities to provide holistic, sustainable support.
- **Empowering** – We will be enabling in our approach to supporting carers, building resilience and confidence, and empowering them to achieve their own goals.
- **Valuing people** – We will treat staff, volunteers and those we work with, with respect and kindness, valuing diversity and the contribution they make.

Main aim of the post

To contribute to the Fundraising and Communications Team by supporting creative, digital and donor-focused activities, including graphics production, social media scheduling and assisting with key fundraising workflows.

Main tasks

To assist the Communications Manager and Fundraising Manager with:

Fundraising

- Managing and updating CS's fundraising database systems, including the tracking process of grant applications and provision of report
- Extracting information from our client database for funding bids
- Having oversight of individual donations
- Helping maintain relationships with funders and donors e.g. sending acknowledgements/appreciation letters, filing, helping develop funding appeals and submitting end of grant reports
- Help with carrying out trust fundraising research for potential prospects
- Liaising with and supporting external community fundraising efforts e.g. fun runs by providing information and publicity support (e.g. social media, T-shirts, donation tins)
- Producing case studies/evaluation reports for bids and end of grant reporting.

Communications

- Producing publications to promote CS
- Providing design support using in house software (Canva)
- Organising the external distribution of literature to key partner organisations and undertaking regular stock take
- Cataloguing images for CS's image bank
- Producing Ebulletins for different groups e.g. for carers, professionals, internal staff, supporters (Mailchimp)
- Updating and managing mailing lists (e.g. Mailchimp, Excel)
- Collating quarterly monitoring statistics
- Providing back-up cover for the Communications Manager
- Responsible for Social Media
- Producing Carer/Young Carer case studies for appeals and campaigns

General

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

Person Specification

Essential:

Qualifications

- GCSE pass in English and Maths

Experience/Knowledge

- Experience working in an administrative role including maintaining administrative systems
- Using Canva or other design application

Skills

Excellent and demonstrable:

- Excellent organisational, record keeping and administrative skills
- Excellent graphics and videography skills
- Excellent written and verbal communication skills
- Accuracy under pressure and attention to detail
- Ability to develop, use and maintain Administrative systems
- Excellent computer literacy and ability to increase use of every day programme tools through self-learning
- Ability to competently use a range of different IT programmes and databases to increase operational efficiency

Attributes

- Ability to manage time effectively, prioritise own workload, work to tight deadlines and respond well to challenges
- Ability to communicate appropriately to carers/children and families in an empathic and sensitive manor
- Empathetic Communication: the ability to communicate with clarity, integrity, and enthusiasm, listening to and respecting the needs, responses, and opinions of others
- Ability to manage time effectively, prioritise own workload, work to tight deadlines and respond well to challenges
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- Empathetic Communication: the ability to communicate with clarity, integrity, and enthusiasm, listening to and respecting the needs, responses, and opinions of others
- Ability to treat all with humanity and kindness
- Confidence to constructively question processes and suggest improvements

- Ability to establish good working relationship with staff and volunteers
- Transparency and Inclusivity: building trust by being open about what we have done and why we have done it, valuing difference, diversity, and inclusion, ensuring fairness and opportunity for all
- Ability to work as part of a team and independently with minimal support
- Commitment to developing/maintaining a high quality of service

Desirable:

Experience of:

- Working in a fundraising and/or communications environment
- Using SharePoint or other cloud-based shared filing system
- Using web content updating application
- Using MailChimp or other e-communication application for designing e-bulletins and maintaining mailing lists
- Posting to social media: Facebook, X, Linked In
- Using Charity Log or other client database application
- Print production process
- Ability to advocate carers issues appropriately internally and externally

Other

- Ability to effectively fulfil the travel requirements of the post
- Have (or arrange for) business cover on car insurance

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