**Supporter Development and Community Fundraising & Events Assistant – Job Description**

**Reports to:** Supporter Development Manager

**Purpose of role:** To provide effective and efficient support to aid the delivery of the charity’s fundraising, communications and supporter services activity.

**Location:** Little Baldon, Oxfordshire

**Hours:** 22 hours per week.

**Salary:** £20, 000 full time equivalent, per annum pro rata.

**To apply:** Please submit your CV with a covering letter to louise.tillcock@foreverhoundstrust.org explaining your suitability for the role by 5pm on Monday 27 September 2021

**Background**

Forever Hounds Trust is seeking a motivated and resourceful assistant to provide effective and efficient support to the charity’s fundraising, communications and supporter services activities.

We are dedicated to the rescue, rehabilitation and homing of unwanted, abused or abandoned sighthounds. Our vision is a day when every sighthound is free from risk or need. We operate across four geographical regions covering much of the country, homing around 350 dogs each year.

More information on our work is available here: <http://www.foreverhoundstrust.org/>

This role will focus on supporting the charity’s supporter development and community fundraising activity. The role will however, be expected to assist with the charity’s communications activity during periods of absence or busy periods. As a small busy team with a fluctuating workload flexibility and resourcefulness is key to this position.

**Main responsibilities**

1. **Assist with the charity’s Supporter Development activity to include:**
	* Process donations
	* Assist with monthly renewal process for charity’s membership schemes
	* Maintaining and updating the charity’s CRM database to ensure Supporter’s records are robust, consistent and in line with GDPR.
	* Responding to enquiries from supporters via telephone, email, online channels and written correspondence
	* Act as first point of contact via the charity’s enquiry telephone line to include, providing cover at agreed set time, processing requests accordingly and referring to colleagues as appropriate in a timely manner.
2. **Assist with the charity’s Community Fundraising and Events activity to include:**
	* Responding to requests from Community Fundraising and Events volunteers to include: distributing literature and fundraising resources, providing relevant advice on fundraising activities
	* Administer Community Fundraising processes to include the charity’s static collection team scheme
	* Supporting the charity’s Challenge Event participants with their fundraising activity
3. **Assist with the charity’s Merchandise activity**

Provide seasonal support to the Merchandise Officer during the charity’s busy periods to include: picking and packing of parcels, taking merchandise orders via the telephone and responding to customer’s enquiries via email.

Provide additional cover as required to cover the charity’s merchandise operation as required.

1. Provide cover to the charity’s communications and marketing activity as required

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| Excellent administration skills | E |
| Experience in providing effective and efficient administrative support to an organisation (ideally of similar scope and size to Forever Hounds Trust) | E |
| Excellent interpersonal skills, customer service skills and a professional telephone manner | E |
| Excellent written skills, with high level of attention to detail and experience of tailoring correspondence to a specific audience | E |
| Database experience, ideally Zoho and awareness of GDPR. | E |
| Strong IT skills, including Microsoft Office, email and web administration | E |
| Ability to prioritise with excellent organisation and time management skills to manage a fluctuating workload to agreed deadlines | E |
| Ability to work both independently without supervision and as part of a team | E |
| Flexible approach and willingness to take on additional tasks to meet the charity’s evolving needs | E |
| Resourcefulness and ability to adapt as new processes are adopted | E |
| Ability to identify ways of improving and streamlining administrative functions to aid the effectiveness and efficiency of the charity | E |
| Strong decision making skills, knowing when to escalate issues or seek support | E |
| Ability to quickly form strong working relationships with remotely based volunteers and colleagues | E |
| Experience of working in a charity or fundraising team | D |
| Experience of working with volunteers | D |

**Personal attributes:**

· Present a professional image of Forever Hounds Trust to all internal and external audiences and act as an ambassador for the charity. At all times work in a way that reflects the charity’s values and ethos.

· Have a flexible approach and willingness to take on additional tasks and duties within the small office team as and when required.

· Be able to identify ways of improving and streamlining administrative functions to aid the effectiveness and efficiency of the charity.

· Be aware that the role has access to personal data and ensure that no confidential information relating to the activities of the charity or to this data is ever disclosed.

· An interest in dog welfare and rescue would be advantageous, and as a dog-friendly office, be aware that there are often dogs in the office.

· Have a strong empathy and understanding for the work of Forever Hounds Trust, and the emotional maturity to be able to deal sensitively with people on the telephone who may have harrowing dog stories and need our help.