



Job Description

Fundraising Assistant

Location: The role is based at the Trust's office in West Berkshire with a minimum of two days per week expected to be worked at our Newbury office. Flexible working arrangements are available with the understanding that this must meet the objectives of the charity and requirements of the role.

Accountable to: Head of Fundraising

Start date: As soon as possible

Hours of work: Part-time (0.6 FTE). The role is part of a job share

Salary range: £22,932 - £24,651 (FTE) depending on experience

Purpose

The Fundraising Assistant provides support across all areas of the fundraising team, assisting with operational and administrative requirements and acting as the first point of contact for the fundraising team.

We are looking for a highly organised, personable and conscientious team member with excellent administrative skills. You will manage a varied workload and be comfortable working autonomously. This is an exciting opportunity to join a leading mental health charity and play a vital role in a small but ambitious fundraising team.

Key responsibilities and duties

- Provide administration and operational support across the fundraising team.
- Provide database support and guidance to the team - training provided.
- Maintain all income and supporter records in the database, working closely with the finance team on processing income and invoices.
- Be the first point of contact for all fundraising enquiries (including those received by post, email and telephone).

- Develop excellent and enduring relationships with current and potential supporters.
- Work with the team to ensure that systems are in place to record, analyse and monitor fundraising activity and income.
- Help process donations and support with donation acknowledgment receipts and thank you letters, as appropriate.
- Support individuals raising funds for us, responding to enquiries, sending fundraising materials (including t-shirts, information packs, etc.) and thanking once their activity is completed.
- Support event administration, tracking fundraising pages and producing reports. Confidently navigate and manage platforms, such as JustGiving.
- Manage our trading activity, including Christmas cards, liaising with suppliers, processing orders, and working with volunteers to ensure the fulfilment of orders.
- Provide regular updates on progress against agreed objectives and contribute to wider departmental fundraising reports as required.
- Support the team at Charlie Waller Trust fundraising events (e.g. musical events, sporting events) as required.
- Ensure that systems and processes are effective, and that our database is being updated and utilised as the central source of information.
- Liaise with a wide variety of people and organisations including supporters of the charity, trainers, funders, other statutory and voluntary organisations who work in the mental health field, and members of the public.
- Ensure compliance to data protection, safeguarding, confidentiality and relevant organisational policies and procedures.
- Routine call handling as part of the wider office administrative team.
- Other duties as may be reasonably prescribed by the trust, appropriate to the grade and responsibilities of the post.

About our Trust

The Charlie Waller Trust was created by the Waller family in 1997 in response to the loss of their son and brother Charlie who tragically died by suicide whilst suffering from depression.

We have since become one of the UK's most respected mental health charities for children and young people. Our overarching mission is to educate those with responsibility for children and young people - parents and carers, teachers, college

and university staff, and employers - about children and young people's mental health and wellbeing.

The Charlie Waller Trust is a great place to work. We care about mental health and wellbeing in our team and have a positive, enabling workplace culture. Our values drive our work:

- **Warm:** Positive personal connections are central to mental health; we aim to reflect that in all our relationships with beneficiaries, supporters, staff and volunteers.
- **Empowering:** We support all those we work with, and who work for us, to use their minds, hearts, energy and creativity to fulfil their potential.
- **Collaborative:** Partnership and cooperation are at the core of our work; we seek the views of those we wish to support and aim to put them at the centre of our activity.
- **Compassionate:** We recognise vulnerability in ourselves and others, especially where there is more than one reason people may be vulnerable to mental health problems, discrimination or inequality.
- **Open:** We believe in being honest about the way we work, our aspirations and where we need to improve; openness and good communication are key to good mental health.

Terms and Conditions

Equity, Diversity and Inclusion

We are committed to equity, diversity and inclusion and are working to ensure that our staff represent the communities we aim to support. We actively utilise positive action as set out in the Equalities Act (2010) to ensure we attract and recruit candidates from backgrounds and groups that are currently underrepresented in our workforce. We therefore particularly encourage applications from men and non-binary folk, and those from Black, Asian and minoritised backgrounds.

When we recruit, we will ask all our shortlisted candidates to tell us about any reasonable adjustments they need. Our current office is only accessible via a flight of stairs. We would of course discuss home based working and holding team meetings in an accessible location as appropriate.

Benefits

We want people to thrive at the Trust; we believe you do your best work when you feel your best. That being the case, our team comes first, and we are proud of our culture: we offer a supportive, flexible and enjoyable place to work.

As part of our employed team, the following benefits are available to you:

- Flexible working policy - we're committed to helping you find a healthy work-life balance.
- Generous annual leave allowance - pro rata 25 days annual leave PLUS bank holidays PLUS the period between Christmas and New Year.
- Option for purchasing an additional 3 days annual leave
- A workplace pension scheme to support you with saving for your retirement, into which we pay 5%.
- Access to a 'Mental Health and Wellbeing Plan' - helping staff to stay mentally well and to support them through periods of poor mental health. This includes support for the cost of talking therapies where these are not available via the NHS.
- Opportunities to experience our charitable activities and impact at first hand by attending training and events and through involvement in relevant projects.
- Learning and development opportunities specific to job roles and on mental health and wellbeing topics.
- Career mentoring for all intern positions.
- Social events and team days.
- Bike to work scheme.
- Time off for volunteering.

To apply

If you would like an informal discussion about the role with Nick Appleby, our Head of Fundraising, this can be arranged via email to Nick on

nick.appleby@charliewaller.org

The deadline for applications is 12 noon on Monday 24th March 2025 – please note, we reserve the right to close this vacancy early if we receive sufficient and suitable applications for the role. Therefore, if you're interested, please submit your application as early as possible.

Please submit via your chosen job website, or send your CV and a supporting statement to kerryn.cyfka@charliewaller.org. We ask that you structure your supporting statement, by providing relevant information under person specification

bullet points (combining these if multiple points are effectively responded to by one experience). Please try to keep your supporting statement to a maximum of 800 words, excluding headers. **Applications will not be considered without a supporting statement.**

You will hear back from us by Friday 28th March, if not before and should you be shortlisted, an interview will take place w/c 31st March and will involve a competency interview along with a short written task relevant to the role.

We will provide details about the task 24 hours in advance to allow candidates time to prepare and we will also provide 50% of the interview questions in advance so that all candidates can perform at their best.

Person Specification – fundraising intern

The successful candidate is likely to have most of the following competencies and experience but not necessarily all. If you feel that you are a strong candidate, please do apply.

| Criteria | Essential | Desirable |
|--|--|--|
| Skills required and relevant experience | <ul style="list-style-type: none"> • Knowledge of standard Microsoft Office software, especially Outlook, Excel, Word. • Familiar with or keen to learn about charitable fundraising. • Strong administrative skills. • Ability to work efficiently and accurately under pressure. • Effective communication with a range of different people and organisations. • Excellent oral and written English and ability to draft correspondence. • Ability to prioritise workload and respond to urgent issues and deadlines. • Good IT skills, including an ability to troubleshoot. • Logical approach to problem solving. • Ability to work efficiently, accurately and at speed as necessary. • Ability to exercise discretion and good judgement in dealing with confidential matters. | <ul style="list-style-type: none"> • Experience of working in an administrative role. • Comfortable working with databases to maintain supporter records. • Knowledge of GDPR requirements. |
| Attainment | <ul style="list-style-type: none"> • Maths and English GCSEs, Grade C minimum, or equivalent by experience | |
| Personal attributes | <ul style="list-style-type: none"> • Excellent attention to detail. • Initiative-taker and solution-minded with a can-do attitude towards any task or challenge. • Ability to prioritise and work to deadlines. • Professional, enthusiastic and flexible, with a strong willingness to learn. • Capable of working as part of a team and autonomously. • A commitment to working to meet the charity's objectives. | <ul style="list-style-type: none"> • Interest in and awareness of mental health issues. |