JOB DESCRIPTION

Fundraising Assistant

Role Purpose:	**To provide administrative and operational support to the Fundraising Team**
Reports To:	**Fundraising Manager**
Direct Reports:	**None**
Key Relationships:	**Fundraising and external engagement team, corporate partners, community and individual donors and fundraisers, finance, other Solent Mind services and external organisations.**
Location:	**Hybrid, 15-16 The Avenue, Southampton (to be worked flexibly with at least two days in office – Tuesday and Thursday)**
Hours:	**22.5 hours per week, ideally split across 4 or 3 days (negotiable to 18.5 hours per week)**
Salary Range:	**£15,187.50 to £16,361.15 per annum for 22.5 hours per week (£24,975 – 26,905 full time equivalent) – Solent Mind Band B**

Main Responsibilities:

1. Monitor the fundraising inboxes and be the first point of contact for all fundraising enquiries by phone, by email and by post, responding promptly and escalating enquiries as appropriate.
2. Ensure all donors are thanked and the correct stewardship is followed.
3. Assist with the implementation of donor stewardship programmes for all donors including one off, regular givers, in-memory and community fundraisers.
4. Day to day administrative support for the Fundraising team including, but not limited to, conducting research, preparing income/data reports, contributing to and creating newsletters and donor updates, supporting marketing efforts for fundraising initiatives, and event administration.
5. Arrange resources for fundraisers – including supporter packs and branded clothing – and for the delivery or collection of items including donations when needed.
6. Look after stock and monitor levels for fundraising items such as branded clothing, promotional items etc. Maintain accurate records and flag replenishment needs to the Fundraising Manager in a timely manner.
7. Manage the distribution and return of our collection pots in accordance with procedure, ensuring CRM records are up-to-date. Escalate any issues or concerns to the Fundraising Manager.

8. Lead on the use of our CRM system to record and monitor income raised through fundraising, ensuring the database is accurate and up to date, to produce income reports.
9. Lead on the monthly reconciliation with finance ensuring that all FEE income is identified, recorded, and allocated correctly.
10. Meet with fundraisers and donors to collect payments and/or represent Solent Mind.
11. Support with the organisation and delivery of charity-led fundraising events as required, including preparing equipment and materials This will involve some evening and weekend work and TOIL is given.
12. Work with the fundraising team to identify new fundraising opportunities and methods.

General

- To uphold the aims and values of Solent Mind.
- To contribute to the ongoing development of the organisation and to best practice.
- Work within Solent Mind policies and procedures.
- All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public.
- All employees have a responsibility to prevent abuse and neglect and report concerns.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies.
- Undertake not to abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- This list is non exhaustive and other duties may be required to be undertaken to meet the needs of Solent Mind.

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PERSON SPECIFICATION

Fundraising Assistant

Requirement	Essential or Desirable
Qualifications / Education / Training:	
Qualified to a level 2 standard or higher and/or practical experience within relevant working environment	Essential
Experience:	
Experience of administration processes and co-ordinating multiple office and administration functions at a senior level.	Essential
Experience of working in an income generating/target driven environment	Essential
Experience of data collection and recording/ using a CRM	Essential
Experience in using Canva or similar design tools	Desirable
Experience of communicating with people at all levels and from a range of backgrounds.	Desirable
Experience of working in mental health or educational setting or charity sector	Desirable
An understanding of the needs of people with mental health problems and mental health issues.	Desirable
Knowledge/Skills/Competencies:	
Excellent planning & organisation skills	Essential
Excellent written and verbal communication skills, including good negotiation skills, and able to communicate effectively with a range of audiences.	Essential
Advanced numeracy skills	Essential
Strong computer skills and the ability to use computer-based information systems including but not limited to: Excel, Word, PowerPoint, CRM	Essential
Ability to work under pressure and manage own personal stress	Essential

Requirement	Essential or Desirable
A flexible and proactive approach to own professional development and a willingness to learn	Essential
Manual Handling:	
Be able to drive and confident to take stock to and from places.	Essential
Be able to move and construct heavy equipment such as a gazebo for events.	Desirable
Other:	
Car driver with business use insurance and a suitable vehicle.	Essential
Commitment to Solent Mind's values	Essential
Commitment to Solent Mind's Equal Opportunities and Diversity policies.	Essential
Willingness to undergo a relevant DBS check if required	

Date job originated: August 2022
Date job reviewed: November 2025
Reviewing Manager: Gaynor Jordan-Davis