



## Role Overview

Job Title	<b>Fundraising Assistant</b>
Position	Permanent
Hours	Part-time 14 hours per week (2 days)
Holidays	14 days including public holidays
Manager	Fundraising Manager
Location	Chelsea Physic Garden, 66 Royal Hospital Road, London SW3 4HS

### 1. Equal Opportunities

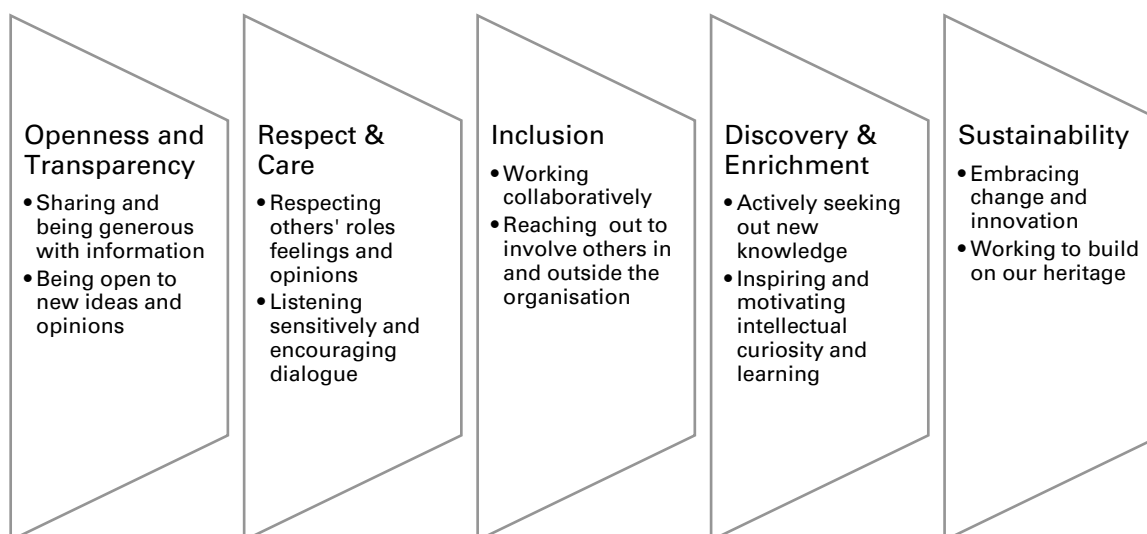
Chelsea Physic Garden (CPG) is a place for everyone. As an equal opportunities' employer, CPG is committed to championing equality, diversity, and inclusion in our workplace. If you are a suitably qualified applicant, we encourage your application whatever your age, disability, gender, gender identity, race, religion or belief, sexual orientation, or socio-economic background.

### 2. About Chelsea Physic Garden

CPG is an independent charity set up in 1983 to promote and preserve the four-acre garden of the same name. The charity's mission is to demonstrate the medicinal, economic, cultural, and environmental importance of plants to the survival and wellbeing of humankind. We are open to visitors six-days a week, eleven months of the year. There has been a teaching Garden on our site since 1673, and today we hope that all our visitors leave inspired, having learnt something new.

### 3. Our Values

We have a set of five interlinked reinforcing values that support each other:



#### 4. About the Role

This new part-time role will support the Fundraising Manager and Development Director to enable them to work proactively in the run up to the 350-anniversary year, to identify new opportunities and generate income. The postholder will be an active member of a small fundraising team and has the potential to learn and develop a variety of different fundraising skills and an in-depth knowledge of fundraising activity and stewardship.

The Fundraising Assistant will ensure that all fundraising activity and planned campaigns run smoothly. The role will focus, initially, on database management but will grow and develop with the individual and as part of future fundraising campaigns. Other key main responsibilities are to ensure that donations are accurately recorded, Gift Aid is claimed, and to maintain high levels of donor stewardship across activities.

#### 5. Key areas of responsibility

**Record management:** Ensure that donor records and income are accurately recorded on Raiser's Edge NXT database and that all donors receive information in an appropriate, friendly, and timely manner. Create Raiser's Edge queries and reports on fund progress and develop efficient processes for managing donor information and recording income. Under supervision, generate acknowledgement letters and receipts.

**Financial Processing:** Work with Finance and other teams to manage and reconcile incoming donation information, including cheques, CAF vouchers, online statements, credit card payments, and Gift Aid, recording on Raiser's Edge and acknowledging within agreed timescales.

**Fundraising:** Provide administrative support to the Fundraising Team, including conducting prospect research and other tasks. Support any fundraising activity through postal, direct mail, telephone, and online channels. Provide administrative support to the Fundraising Manager and Development Director, assist with co-ordinating meetings, minute-taking and other tasks. Work with colleagues across the organisation to deliver a positive and effective donor experience of the Garden.

**Donors and Stakeholders:** Support with the planning and delivery of fundraising events, including guest list management. Act as an ambassador for the fundraising team and for the Garden and liaise with the public, Friends, donors and funders, stakeholders, Trustees, and supporters of the Garden always presenting a positive and professional persona including at fundraising events, functions and at meetings.

#### 6. Person Specification

Knowledge Skills and Experience	Essential/ Desirable
Core IT skills (able to use MS Office, Internet, Databases, teleconferences and Social Media)	E
Experience of communicating with a wide range of individuals and organisations and across a variety of channels	E
Experience of using a database, preferably a CRM database such as Raiser's Edge, Salesforce or Hubspot	E

Excellent communication skills both written and verbal	E
Ability to work independently and as part of a team	E
Ability to prioritise work and to respond to donors in a timely manner	E
Ability to manage a varied workload and work on own initiative to multiple tight deadlines	E
Attention to detail and ability to think analytically	E
Awareness of Data Protection issues and the ability to work with confidential sensitive information	E
At least 6 months experience of office work and procedures with a preference for experience of working in a charity or fundraising environment	E
Experience of writing and editing content for printed publications	D
An understanding of digital and social media channels	D
Understanding of diversity and equal opportunity issues	D

## 7. Competency Framework

We have a set of eight competencies that are common to all employees and within the framework each competency has four levels which relate to the level at which individual roles need to operate. The competency assessment for this role is set out below and more information will be provided to support this assessment.

	<b>Competency</b>	<b>Descriptor</b>	<b>Level for this role</b>
1	<b>Leadership</b>	Setting the pace and behaving with integrity	1
2	<b>People Management</b>	Making clear what you expect and what is to be achieved; enabling and supporting your staff to deliver	1
3	<b>Analysis and use of Evidence</b>	Collecting, analysing and using information and evidence, assessing risk and taking decisions	2
4	<b>Communication</b>	Communicating with colleagues, visitors and stakeholders	2
5	<b>Collaborative Working</b>	Working together with people within and outside of CPG to help us achieve our goals	1
6	<b>Delivering Results</b>	Organising and managing the work to deliver results	1
7	<b>Using and Managing Resources</b>	Using resources cost effectively	1
8	<b>Know How</b>	The knowledge, skills and expertise you need to do your job and help others to do theirs	1

## 8. Terms and Conditions

The post holder will be required to work an average of two days per week but the nature of the role means that flexibility over the days and hours worked is required to meet the needs of the business.

The Garden operates a salary exchange pension scheme currently with Royal London which means that your gross salary is reduced by the amount of pension contribution made by the employer and employee which is then paid directly into your pension. The equivalent contribution rates are 5% employer and 3% employee at the end of the probationary period.

**Updated March 2022**