**Job Description**

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| **Job Title**: Fundraising Assistant  **Reporting To:** Fundraising Manager  **Salary**: YMT Scale 2, SCP 12-13, £16,881 - £17,324 per annum pro rata  (actual salary: £6,843 - £7,023 pa)  **Contract:** Permanent, part time  (15 hours over three days, ideally Tuesday – Thursday each week) |
| **Main Purpose of the Job**  To support all fundraising activity at York Museums Trust including trusts applications, relationship management and donor stewardship through the maintenance of the ThankQ CRM system; customer service and events; and provide Membership cover when required. |
| Core Responsibilities Provide an efficient and customer-focused reception and telephone answering service for the Fundraising and Membership team.  Be a ‘super user’ for ThankQ CRM, responsible for maintaining high quality data to be used for fundraising and relationship management of stakeholders, and support ThankQ users across the Trust.  Maintain and update the ThankQ CRM database in compliance with General Data Protection Regulations (GDPR).  Collate and enter onto ThankQ CRM all charitable donations received at YMT sites, and liaise with the Finance team to bank donations and process Gift Aid declarations.  Provide administrative assistance and word processing and be responsible for basic office duties such as dealing with correspondence, arranging meetings, setting agendas, minute taking etc.  Complete monthly reports on fundraised income, pledges and Gift Aid, and assist the Fundraising Manager with investigating discrepancies / anomalies.  Support membership sales, renewals and general enquiries by providing cover for the Membership Supervisor: process membership sales over the telephone, website or via the post in a friendly and professional manner.  Support the Fundraising Manager and Membership Supervisor in the creation of e-newsletters for members and donor stewarding.  Support the Fundraising Manager in donor stewardship including mail-outs, printing and franking.  Undertake fundraising research (e.g. using fundraising data bases) to identify and steward grant-making trusts and foundations.  Identify high net worth individuals and loyal members with the ability to increase their support and help steward towards greater giving.  Support funding applications and funder reporting and evaluation through compiling and filing required documentation.  Ensure smooth and enjoyable donor experiences for supporters.  Support Fundraising Manager in the organisation and management of fundraising events.  Liaise with and maintain relationships with the rest of the Communications team, the Finance team and the Museums Managers.  Promote and develop equality and diversity in line with YMT Equality Statement.  **Other duties**  Other duties may be required from time to time which are consistent with the grading of this post |
| **Key Relationships**  Fundraising Manager  Membership Supervisor  Head of Fundraising and Communications  Cashier  Visitor Experience Managers – York Art Gallery/Yorkshire Museum & York Castle  Museum/York St Mary’s  External contacts and stakeholders |
| **Skills and Experience**  **Essential**   * Educated to A Level standard or equivalent * Strong organisational skills * Computer literate including MS Word, Excel and Access * Meticulous attention to detail and high standards of presentation * Excellent communication skills, both written and verbal * Experience of dealing with people at all levels in professional situations * Understanding of General Data Protection Regulations * Excellent customer care skills * Ability to use initiative and effectively problem solve * Ability to use discretion in working with confidential information * Ability to work flexibly and as part of a team * Ability to work on own initiative and manage time effectively * Commitment to equality and diversity and an understanding of how this commitment applies to this role.   YMT has a strategic commitment to increasing its digital skill base. The post holder should be able to demonstrate competence in one or more of the following areas:   * Digital recording – e.g. photography, sound, video * Social networking – e.g. twitter, Facebook   **Desirable**   * Experience of working in a fundraising environment * Knowledge of the heritage and cultural sector * Experience of working with CRM systems * Previous experience in supporting organisation and management of events |

**Job Title: Fundraising Assistant**

**Terms and conditions of service**

Reporting line

This post reports to the Fundraising Manager.

Salary

The salary for the post is YMT Scale 2 £16,871 - £17,324 per annum pro rata, actual salary: £6,843 - £7,023 per annum.

Probationary period

Appointments are subject to the successful completion of a six month probationary period.

Health

Prospective employees must be cleared by the Occupational Health Service as medically fit for employment by the Trust.

Annual leave

The annual leave entitlement is 25 days per annum pro rata, increasing by five days pro rata after five years continuous service with the Trust, plus public holidays.

Pension

The Trust belongs to the Local Government Pension Scheme and all new employees are enrolled. It is possible to opt out of the pension scheme using forms available at www.nypf.org.uk.

Hours of work

The hours of work are 15 hours per week over three days.

Period of notice

The period of written notice required for you to terminate this post is 1 month. The Trust will give you 1 month’s notice, rising statutorily.