



# Fundraising Assistant Candidate information pack





# Welcome

We have the privilege of ensuring that the veterans and families we care for and support can lead happy and fulfilled lives. We now run four care Homes and have also launched new services reaching out into the community, including Day Care, Lunch Clubs and a free to access Telephone Friendship Service.

We are looking for someone committed to making a difference to our work and interested in developing a career in fundraising to join us in the role of **Fundraising Assistant**. While we would like the person to possess the key skills outlined within the JD, we are comfortable if those come from working outside of the charity sector - we are committed to supporting learning and development in the role. This person must be passionate about delivering high levels of personalised care to a range of donors and should have the ability to communicate effectively, but also with an eye for detail to ensure the delivery of the processes that sit behind that. You must also demonstrate the ability to be flexible and have the confidence to step into wider support across the fundraising teams within the Royal Star & Garter group.

We are looking for someone who shares our values and can demonstrate them through the quality of their work. We operate a hybrid model, and while some of the role can be home-based, regular visits to our Twickenham office and occasional attendance at our Homes is expected. This will help to deepen understanding of our work, provide direct support to fundraising initiatives and foster strong internal working relationships.

If this sounds like the role for you, then we look forward to receiving your application. Thank you for your interest.

Caley Eldred  
Director of Supporter Engagement

## The role at a glance

**Title:** Fundraising Assistant

**Location:** Hybrid – with home working and an expectation to operate from other locations including our Twickenham office

**Reports to:** Fundraising Officer

**Hours:** 35 hours per week

**Salary:** £28,000



# Job description

Purpose

## Purpose of the role

1. To provide excellent customer care to all donors, helping to deliver optimum supporter journeys
2. To manage all associated fundraising payment processes and procedures and work effectively with finance to ensure safe and effective banking and reconciliations
3. To provide fundraising support across the department and different locations of our services in respect of a range of activities including fundraising events
4. To support the Fundraising Officer in time bound projects as and when necessary.

Key responsibilities

## Supporter care

- To be part of the supporter journey with timely communications and clear stewardship from the Fundraising Officer with both existing and new donors including use of regular outbound calls, emails and letters
- effective frontline support and response for donors across the full range of incoming systems
- Be the first and main person to answer general enquiries by phone when needed
- To follow the donation processes and procedures , ensuring they are adhered to and executed in a timely manner, in accordance with guidelines

## Donations and data entry

- To update the CRM database as instructed ensuring supporters contact and financial data is accurate, including creating new records
- Participate in the weekly banking process, ensuring donations are accurately recorded and liaising with the finance department to ensure that all batched income is allocated correctly
- Further data inputting on the CRM to include: regular giving donations, importing income from external agencies including CAF and Just Giving, processing Gift Aid and accurately storing declarations
- Filing and management of paperwork, ensuring due diligence and security measures are followed.

## To apply

Send your CV and a covering letter (no more than two sides) outlining how you meet the person specification to:  
**[olivia.watson@starandgarter.org](mailto:olivia.watson@starandgarter.org)**

Please include any paid or voluntary experience that you think might be relevant and ensure that you tell us what you will bring to the role.

# Job description - continued

## **Fundraising and marketing support**

- To help support external events as and when needed, both administrative and in person
- Keep the whereabouts and desk assignment documents updated and regularly circulated
- Provide admin support to other department tasks including staff recruitment, annual data tracking and major donor mailings.

## **Other:**

- To manage all aspects of the post system, including the franking machine
- To be conversant with relevant fundraising legislation and the guidelines of the Fundraising Regulator and the GDPR, implementing these under guidance of the Individual Giving Manager
- To undertake other duties as may be required and which are consistent with the nature of the role.

# Person specification

## **Knowledge and experience:**

- Experience of working in a customer focused environment, preferably within fundraising
- Good working knowledge of CRM database
- Experience of banking processes and consistent financial reconciliation
- Ability to manage a busy workload meeting deadlines
- Experience of working on own initiative and as part of a team

## **Skills:**

- Excellent communication skills including written (and email) and on the phone
- Excellent attention to detail with a good eye for numbers
- Excellent general IT skills including Word & Excel
- Good relationship building skills and an ability to work across teams creating strong internal networks

## **Personal characteristics should include:**

- A consultative approach to solving problems
- Planning and organising; schedules activities effectively
- A positive upbeat attitude
- Effective team player
- Role model our values in all aspects of work

**Interviews:** initially over Teams during the week commencing 9<sup>th</sup> March, with an expectation of a second in person interview week commencing 16<sup>th</sup> March

For an informal conversation on the role please contact

**[ajla.dizdarevic@starandgarter.org](mailto:ajla.dizdarevic@starandgarter.org)**

# Conditions of employment

Any offer of employment made will be subject to the following conditions:

- Satisfactory references from two referees including one from your current or most recent employer
- A pre-employment medical screening
- Enhanced DBS Disclosure
- Proof of the Right to Work in the UK

**We reserve the right to update and amend your job description to ensure it accurately reflects the role.**

# Offer



## Although we are a charity, we offer a generous package

---

- Salary of £28,000
- 35 hours per week
- 25 days holiday per annum plus bank holidays
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- Ten weeks full occupational sick pay, one month half pay before statutory sick pay
- Access to appropriate professional bodies and payment of relevant membership fees after six months of employment
- Learning and development – opportunities to support you in your role

# About us



## Our mission

---

Royal Star & Garter was founded in 1916 to care for the severely injured young men returning from the battlefields of the First World War. Today, our mission is to provide outstanding care and support that recognises the needs of veterans and their families.

## Our care

---

We provide care, support and friendship for those who have had the courage to serve so that they can live well. We deliver that through high quality Homes, a range of services in the local community, by driving innovative practice and by setting the standards for others to follow. We offer:

- Nursing care
- Dementia care
- Short-break/respite care
- End of life care
- Day care
- Lunch Clubs
- Telephone Friendship Service



# About us

## Our future

---

We are developing new services beyond our four Homes, including an outreach service to provide support in veterans' own homes and a community for younger veterans. We continue to reach more ex-Service personnel in residential care through the Veteran Friendly Framework. Our work to promote greater collaboration will deliver better outcomes for the Armed Forces community.

## Our knowledge

---

We have over 100 years' experience in providing pioneering nursing and therapeutic care to veterans living with disability and dementia. We are committed to sharing our knowledge and skills with other organisations to promote better care for all veterans and older people. We partner with health care, military and academic organisations for the benefit of our local communities.

## Sharing our experience

---

We are passionate about innovation in our care to improve the lives of veterans and their families. We have been championing the development of nursing associates in the social care workforce for several years and support many of our carers to develop new skills.

# High Wycombe

Our High Wycombe Home (rated Outstanding by the CQC) has been designed with comfort and wellbeing in mind. There are plenty of activities to enjoy, opportunities to socialise with friends, or simply relax in the spacious lounges and landscaped garden.



# Solihull

Our Solihull Home is rated Outstanding in all five areas by the Care Quality Commission. Loving, compassionate care is tailored to each individual and every detail designed for comfort and wellbeing, it's a place where residents and their families can truly feel at home.



# Surbiton

With its stunning foyer and relaxed, spacious lounges, our Surbiton Home offers a warm, friendly welcome. Highly trained staff provide specialist care in comfortable surroundings, where the focus is always on the individual.



And rated '**Outstanding**'  
in the care category.



# Worthing

Our Worthing Home places each person at the heart of their care, with personalised rehabilitation plans that promote independence, confidence and wellbeing. The dedicated team includes in-house physiotherapists and occupational therapists who offer hands-on support with warmth and encouragement.

