

# Care for Veterans

a Royal Star & Garter Home



**Fundraising Assistant  
Candidate information pack**





## Care for Veterans

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# Welcome

We are a charity that provides loving, compassionate care and support to veterans and their families, both in our Homes and through services that reach into the wider community. Following our recent merger with the Armed Forces charity Care for Veterans in Worthing, I'm delighted to share details of an exciting opportunity at this Home.

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 working model, but we do expect this role to spend two days a week at our Worthing Home to build strong relationships and gain a deeper understanding of our work. There may also be occasional visits to outside events and Royal Star & Garter's other Homes as needed.

If this sounds like the role for you, then we look forward to receiving your application. Thank you for your interest in joining Care for Veterans, a Royal Star & Garter Home.

Caley Eldred  
Director of Supporter Engagement

## The role at a glance

**Title:** Fundraising Assistant

**Location:** Hybrid, but with an expectation to work two days per week in Worthing.

**Reports to:** High Value Events & Corporate Manager

**Hours:** 22.5 hours (3 days) per week

**Salary:** £16,000

# Job description

## Purpose of the role

1. To provide excellent customer care to all donors, delivering optimum supporter journeys working effectively with the wider team within the Royal Star & Garter (RSG) group
2. To manage all associated fundraising payment processes and procedures and work effectively with finance to manage safe and effective banking and reconciliations
3. To provide fundraising support across the department and locations of our services in respect of a range of activities including fundraising events
4. To support the High Value Events & Corporate Manager in time bound projects as and when necessary

## Supporter care

- To be proactive in enabling the supporter journey with timely communications (phone, email and letters) and clear stewardship with both existing and new donors
- Ensure effective frontline support and response for donors across a range of incoming systems
- Ensure donation processes and procedures are adhered to and executed in a timely manner, in accordance with guidelines – updating those wherever required with approval by the RSG Fundraising Officer.

## Donations and data entry

- Ensure that the fundraising CRM database is up to date and that supporters contact and financial data is accurate, including creating new records
- Complete weekly banking and allocation tasks in accordance with the approved process, liaising with the finance department to ensure that all batched income is allocated correctly
- Data inputting on the CRM to include: regular giving, 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 & volunteer support**

- To provide active support to a range of events including: managing participants, sending information, monitoring online giving pages and on the day set up and pack down
- To directly source donated items and contributors to support fundraising events including raffle/auction prizes and coordinating suppliers, stallholders and entertainers
- Coordinate and communicate with volunteers for events and corporate volunteering days and activities, ensuring they are briefed and supported
- To support any regular mailings or email contact to supporters, assisting with the cleaning and compliance of data once an agreed annual schedule is in place regular.

## **Other**

- To manage all aspects of incoming fundraising post and dedicated inboxes along with outgoing mailings
- Ensure general department are kept up to date including attendance at meetings within RSG group wherever possible
- To be conversant with relevant fundraising legislation and the guidelines of the Fundraising Regulator and the GDPR
- 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
- Experience of supporting fundraising events, including logistics and on-the-day delivery (desirable)
- Experience of coordinating or working with volunteers, including corporate groups (desirable).

## **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
- Strong organisational skills with the ability to manage multiple tasks in a live event environment
- Confidence in engaging with a range of stakeholders, including participants, local businesses, and community groups.

## **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
- Flexible and adaptable, with a willingness to work occasional evenings and weekends to support events.

**Closing date:** 19 September

**Interviews:** initially over Teams during the week commencing 22<sup>nd</sup> September with an expectation of a second in person interview

For an informal conversation on the role please contact  
**[clare.silva@starandgarter.org](mailto:clare.silva@starandgarter.org)**

# Conditions of employment

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

- Satisfactory references from two referees covering the last 5 years 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

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- Salary of £16,000
- 22.5 hours per week
- 15 days holiday per annum plus bank holidays (adjusted for part time hours)
- Learning and development – opportunities to support you in your role

# Values



As two charities currently merging, we expect you to role model the Royal Star & Garter values, while also demonstrating understanding of the values held by Care for Veterans.

## **Royal Star & Garter**

- With love
- Living positively
- As a family
- Standing in their shoes
- Take courage

## **Care for Veterans**

- Privacy
- Dignity
- Rights
- Independence
- Choice
- Fulfilment



# About us



## Care for Veterans

For over 100 years, Care for Veterans has provided long-term nursing care and rehabilitation for disabled veterans and their families from all over the UK.

Today, our 60-bed home in Worthing offers nursing and rehabilitation care with a specialism in disability. We provide loving, compassionate care and rehabilitation to approximately 100 beneficiaries each year, often for veterans who are facing the toughest battle of their lives.

We recognise that each individual and their needs are unique and we share the Royal Star & Garter approach to delivering quality care, also providing a range of therapies designed to provide comprehensive support.

# About us



## Royal Star & Garter

**We provide care, support and friendship for veterans and their families to live well. We do this in our Homes and through a range of services reaching into the community.**

Our specialist nursing and dementia care focus on wellbeing, independence and living life to the full. The Wellbeing Teams offer meaningful activities, supporting skills and wishes, while in-house physiotherapy builds their strength and mobility.

We are here to guide and support our residents and their families through this new life phase so that they can enjoy quality time together. Day Care and Lunch Clubs offer a lifeline for veterans and their partners who may be struggling with isolation or loneliness. We also support people in their own homes, providing companionship through our Telephone Friendship Service.

Our range of services means that we support veterans and their families as their care needs change. We will never stop trying to do more to help improve their lives.