

FareShare

Job description Fundraising Assistant

Reporting to Head of Fundraising

Location Based at FareShare in London

Hours Full time (35 hours)

Term Permanent

Salary £22,000 per annum

Main purpose of this role

FareShare is looking to recruit a talented and experienced individual to help deliver our fundraising strategy. This is an exciting time to join FareShare, as we are experiencing growth across the charity and have a fantastic portfolio of partners and plans in place for new campaigns to recruit individual givers.

We are looking for someone ambitious who wants to contribute to our high performing fundraising team, and enjoys a collaborative atmosphere across FareShare. If you have experience in relationship building, engagement or stewardship of donors, this role is for you.

What we can offer you is: working for a charity that won 'Charity of the Year 2017' from Third Sector, flexible working, a supportive and fun team environment and opportunities for learning and development.

About FareShare

FareShare is the UK's largest food redistribution charity, fighting food poverty by tackling food waste. FareShare sources food that is surplus to requirements from retailers and manufacturers and engages many volunteers to help redistribute this to local charities and community groups that provide meals to vulnerable people including families and individuals who are homeless, unemployed, socially isolated or recovering from addiction.

FareShare operates 21 Regional Centres (depots) across the UK and supports over 9,600 local charities and community groups. In the last twelve months, the FareShare network redistributed 16,992 tonnes of food nationwide, helping to create 36.7 million meals and feed 772,000 people each week.

Responsibilities

Donor Care

- Stewardship of some of our individual givers, corporate groups, volunteers and other supporters of FareShare, in line with our fundraising strategy
- Act as first point of contact for individuals enquiring to support FareShare
- Send donors information and fundraising materials to support their fundraising for FareShare
- Support charity champions regionally through phone calls and emails, to ensure they have all they need to support our charity
- Ensure supporter interaction points (telephone, post, email) adhere to the highest standards

Administration

- Write and send outgoing thank you letters to individual donors and groups, and manage all post for fundraising team
- Manage the weekly income allocations from online giving sites for individual and corporate donors
- Keep fundraising materials stocked and fundraising packs up-to-date
- Respond to volunteer and donor enquiries which come through our website
- Manage the corporate volunteering calendar for the fundraising team

Communication

- Ensure the activities of individuals and groups supporting FareShare are promoted and celebrated through our social media and PR channels
- Regularly phone and email supporters or potential supporters of FareShare
- Steward volunteer groups at our London regional centre and communicate FareShare key messages
- Work with the wider teams at FareShare and with our regional centre partners
- Attend and provide regular updates in 1 to 1 meetings and participate in staff and team meetings

Person specification

Experience

- Experience of customer care in a charity or sales environment
- Experience in keeping good administrative records
- Good communication and interpersonal skills (particularly on the telephone)
- Good relationship building skills, both inside and outside an organisation
- Ability to work to meet objectives and to meet deadlines

- Ability and experience of working well in a team

Skills, knowledge and abilities

- Knowledge of fundraising, sales or administrative work in an office environment
- Knowledge or experience of updating a database
- Good numeracy skills
- Good computer skills and attention to detail

Values and behaviours

- A commitment to Equal Opportunities
- An appreciation of FareShare's mission and strategy
- Flexibility of approach and ability to work in a team
- Proven ability to develop and maintain good working relations, with both internal and external audiences

Application process

If you would like to apply for this role, please send a copy of your CV and a supporting statement showing how you meet the essential experience outlined in the person specification to recruitment@fareshare.org.uk

Closing date for receipt of applications is Thursday, 11th October 2018. Interviews 18th October or 19th October.