



JOB DESCRIPTION

Post: **Fundraising Assistant**

Responsible to: Head of Fundraising and Communications

Hours per week: Part time (28 hours) to full time (36 hours)
Flexibility is available, in addition to working flexibly in part at home, however contact across the organisation is essential and so there is a requirement to be on site for a minimum of three days per week.

Salary: £26,500 (pro rata for part time)

Contract: Permanent

Annual Leave: 26 days per annum plus bank holidays

Pension: 5% Employer's Contribution

Jimmy's Cambridge

At Jimmy's Cambridge we have a thirty-year history of providing accommodation and 24/7 wrap around support to the city's most vulnerable people. We work across the city at multiple sites, including our assessment centre, complex needs hostel, move on houses and modular homes. Our residents come first, always. We learn, develop, and grow, expanding our experience and knowledge through qualifications, training and development, including research and collaboration with others. We have no issue in challenging the status quo and we will speak out against poor practice and policy making when it comes to individuals experiencing homelessness. We are courageous in our approach.

We recruit based on people, as much as we meet people who need us, where they are, likewise our staff come to us as individuals. We recruit for values, not for lengthy CVs written with the help of AI!

Our values are at the heart of everything we do:

- Treating people with **respect**
 - **Accepting** people as they are
 - Believing in **opportunities for everyone**
 - Behaving with **integrity**
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Overall purpose of the job

Our new Fundraising Assistant will be the welcoming face of our team—the first person many of our supporters and partners connect with. This is a wonderful chance to develop your career in fundraising and communications while seeing the direct impact of your work every day. You will be joining a dedicated, growing, friendly team who truly value creativity and teamwork. The role is incredibly varied; you might spend your morning thanking a donor for their generosity and your afternoon helping us bring a major event to life.

Working Hours

The working hours for this post are 36 hours per week flexibly within the working week - Monday to Friday. The post holder may on occasions be required to work some hours flexibly to meet the needs of the organisation.

We are a family friendly employer and can accommodate school drop off / collections. How you choose to work your 36 hours a week is largely down to you.

Main duties and responsibilities

- Be the first point of contact for fundraising enquiries — from donors and event participants to community groups and corporate partners.
- Field and answer supporter enquiries received in the Info inbox, covering a range of correspondence.
- Support fundraising campaigns and events as needed, helping inspire and steward the charity's amazing supporters.
- Provide administrative support for the Fundraising and Communications team.
- Maintain accurate supporter records (on Salesforce, Mailchimp etc) and help process donations.
- Become the go to for reporting on income via the CRM (Salesforce)
- Issue thank-you's using appropriate and excellent supporter communications by telephone, email, and post.
- Collaborate with teams to ensure income is accurately recorded and reconciled across different departments.
- Assist with the creation of stewardship journeys across the fundraising team as and when required. This could include individual event participants, donors, and customers. This includes creating, updating and managing journeys.
- Assist with creation of fundraising content as and when needed.
- To represent Jimmy's Cambridge at Events as required.

Longer term the post holder will have the opportunity to develop a thorough understanding of fundraising and to take on their own projects within the team.

This job description is a general outline of the responsibilities of the post holder and may be amended by Jimmy's as the service develops and the expectations of the role change. The post holder may be required to undertake other duties as may reasonably be required from time to time.

Person Specification

No previous experience necessary, just a willingness to learn.

Essential

- **Attention to detail alongside excellent organisational skills are the most essential requirements of the role.**
- **Interest in homelessness, housing, and humanitarian issues**
- Strong IT skills and knowledge – MS Packages including Excel.
- Pro-active with the ability to work on own initiative
- Evidenced ability to think analytically and to identify opportunities
- Desire to grow and develop a career at Jimmy's.
- Ability to prepare, collate, and interpret reports.
- A team player with a flexible approach to work and able to adapt to the needs of the organisation.
- Proven commitment to accuracy, efficiency and high standards of customer service
- A commitment to the core values of Jimmy's.

Desirable

- Knowledge of Data Protection regulation, preferably in a charity context
- Knowledge of the reasons and challenges of homelessness
- Experience within a fundraising environment