

# Fundraising Assistant

## Job Pack



Thank you for your interest in joining the Meningitis Research Foundation Team!

This pack will give you a sense of what it is like to work as Meningitis Research Foundation's Fundraising Assistant and the kind of candidate we are looking for.

If you are seeking a role that is rewarding, where every day is varied and interesting – you are in the right place.

The work you will carry out at Meningitis Research Foundation will make a difference in people's lives, both in the UK and around the world, as we work to defeat meningitis.

**Starting Salary:** £23,000 - £26,999 (Band 1)

**Location:** Hybrid – 1 day pw in Bristol office

**Contract Type:** Full Time Permanent

**Benefits:**

- 25 days annual leave pro rata plus statutory bank holidays
- 6% employer pension contribution
- Employee assistance programme in place with free access to confidential, professional legal and health advice
- Cycle to work scheme

# About our Events & Community Fundraising Programme

The Events & Community programme at Meningitis Research Foundation is comprised of three areas: Student Fundraising, Community Fundraising and National Events. Our Student Team support hundreds of students every year to complete challenges like climbing Kilimanjaro or Everest Base Camp. Our Community Fundraiser supports anyone who want to fundraise for Meningitis Research Foundation by organizing fundraising and events in their communities. Our National Events Fundraiser supports hundreds of runners every year to take on big name events like the London Marathon and Great North Run.

This role will provide vital administrative support to all areas in the team as well as being the first port of contact for our supporters over phone and email.

Many of our race participants join Team MRF for deeply personal reasons, having had first-hand experience of the disease. Without Team MRF supporters we would not be where we are in the race to defeat meningitis, they are fundamental to our work and have been since our early days as a charity.



## Who are we looking for?

### You are a people person

This role is all about working with people, encouraging them as part of Team MRF and supporting them to reach their fundraising goals. You will need to be enthusiastic, outgoing and thrive in motivating people to take action through their fundraising.

### You are passionate

You will need to be an advocate for MRF's work to defeat meningitis, enabling people to achieve their goals and achieving the best for the Charity. It is through the determination of everyone involved with the events & community programme that we are able to deliver a number of our goals as a charity.

### You're a skilled Communicator

We are proud of our quality supporter communications, social media pages and in person support. You will be equally happy on the phone to a supporter as you will be responding to enquiries on social media or dealing with volumes of supporter data.

### You love variety

There are many different elements to the role from speaking with supporters, database administration or sending resources to our fundraisers. This isn't a fully desk-based job, as at different points of the year you will get the chance to meet Team MRF supporters face to face by attending events.

### You are organised

With large numbers of supporters across Events & Community you must feel comfortable in managing deadlines, overlapping plans and keeping on top of supporter communications. Whilst we have systems in place to support this, our ideal candidate is someone who enjoys taking responsibility for their own workload and looking for improvements in processes.

### You want to make a difference

Meningitis is responsible for around 240,000 global deaths a year even though largely vaccine preventable. We are driven to change this by 2030 in all that we do. We also promise to continue to raise awareness and be there to support people who have been affected. If this excites you, then we think you could bring a lot to this role.

## How we will support and develop you

Your development is important to MRF. Once you join the team you will meet with colleagues from across the organization so you understand the important work MRF are doing to defeat meningitis. You will learn about your role to get you up to speed on the various tools you'll use as you settle into your role. Every month we have the opportunity to come together in-person as a team to share learnings and look for opportunities for cross-team working. Through weekly 121s, longer monthly catch ups and bi-annual appraisals we'll ensure you have everything you need to develop in your role. We also have a training budget that can be used where you see fit.

# About Meningitis Research Foundation

Meningitis Research Foundation is the world's leading meningitis charity, founded in the UK and now taking the fight to defeat meningitis global.

Meningitis strikes quickly and can affect anyone of any age. We are driven by the call of people who have experienced the devastating effects in their lives. Their demand is simple and powerful - to ensure "no other family has to go through what we have".

Our vision is of a world free from meningitis. A world where effective vaccinations can protect everyone. A world where people who do get the diseases get the most effective diagnosis and treatments possible. A world where people affected and their families have the best support and information.

To achieve this we bring together people and expertise, linking patient experience, research, policy and practice. We do this by supporting research into effective vaccines, diagnostics and treatments. We share results of the research with the public, health care professionals and research networks to raise awareness of what they can do to increase personal, family and community protection, optimise treatments and strengthen health systems.

We provide direct support to people and families affected because no one should have to go through this disease alone.

Since the 2021 launch of the World Health Organization's first ever global roadmap to defeat meningitis we are now underway on an ambitious new phase of development for the charity. We believe there has never been a more exciting time to join our team.

We value imagination, effectiveness and productivity in our work and provide an encouraging environment for enthusiastic, dedicated staff to grow. We reward with good working conditions, competitive salaries and benefits, respect and equal opportunities.

**United in the race to defeat meningitis**

**Did you know?**

- > Every year, there are more than **2.5 million cases of bacterial and viral meningitis.**
- > Bacterial meningitis is the deadliest form of meningitis. The World Health Organization estimates around **1 in 6 people who get it will die.**
- > Around **half of all deaths from meningitis will be in children under 5.**

The infographic includes an illustration of a parent holding a child and a group of six stylized human figures, with one highlighted in blue.

**There is now a World Health Organisation Global Road Map to Defeat Meningitis by 2030**

The infographic features a circular diagram with five segments, each containing an icon and a label: Prevention (syringe), Diagnosis & Treatment (stethoscope), Surveillance (microscope), Support & After Care (bed), and Advocacy & Engagement (megaphone). A large green 'A' shape is in the center, and a timeline at the bottom shows the period from 2021 to 2030.

Logos for the Meningitis Research Foundation and the World Health Organization are at the bottom.



# Meningitis Research Foundation Values

**Our values are extremely important to us and mean far more to us than words on a page**

## **We are evidence-led**

We pride ourselves on being grounded in facts. Research and evidence are at our core and remain essential to our work today – guided by our panel of scientific advisors and disease specialists. This approach ensures we provide considered responses to the challenges brought about by the disease, wherever they may be found.

## **We operate with integrity**

To the people we support and work with, we are a trusted source of information and learning. We weigh all of the evidence and operate with openness and transparency to exceed expectations and deliver the best services and responses - be that helping a family or working with health organisations around the world.

## **We pursue our goals with determination**

We will not stop until we defeat meningitis. We will relentlessly seek answers, work tirelessly with purpose and are driven by those we help. Our dedication enables the best modern science, research and on-the-ground learning to work in the positive interests of individuals, families and communities impacted by meningitis, both here in the UK and in communities around the world

## **We collaborate to make progress**

We believe in partnership and collaboration. Whether we are supporting individuals and families who have been impacted by the disease, working with international funding partners or supporting on-the-ground health teams working in challenging environments, we combine resources and expertise to deliver the very best results. We share the knowledge we've gained through more than 30 years of work to support and enable those impacted by or battling to defeat the disease.

## **We act with compassion**

We are driven by the stories of those we work for and with. We care deeply, listen and take the best action for each unique circumstance. Whether it's providing direct support, finding the right information, or campaigning for the change that will make a real difference.

## **We are a passionate advocate**

We are a united voice against meningitis and a dedicated champion for those it affects. We exist to ensure that the voices of our members, supporters and those impacted by meningitis in the UK and around the world, are heard and not forgotten. We are highly focused in our work and inform and advise health policy and practice, driven to make a contribution to reducing the burden of the disease and its aftermath.

## **How to apply**

The closing date for completed applications is 9 am on Friday, 20<sup>th</sup> June. Interviews will be held via Teams w/c 23rd June. If you have any questions or would like to discuss the role further, please email [charlotteu@meningitis.org](mailto:charlotteu@meningitis.org)

Please send a CV **and** covering letter to [hadmin@meningitis.org](mailto:hadmin@meningitis.org), ensuring you cover all items on the job description and person specification.

All applicants will be assessed objectively on their merits in accordance with our Equality, Inclusion and Diversity Policy.

Following receipt of satisfactory references, the successful candidate will be able to start as soon as possible. MRF is committed to safeguarding, and any advertised role will require references, and confirmation of your identity will be undertaken.

# Fundraising Assistant – Job Description

## Job Purpose & Summary

This role will see the successful candidate provide vital administrative support to the Events and Community Team. The Fundraising Assistant is absolutely key in allowing us to deliver our high standard of stewardship to all our supporters.

The role requires a good attention to detail, strong prioritization skills, sensitivity and flexibility. You will be equally comfortable speaking on the phone with a supporter as you will be with updating a database or managing spreadsheets.

Meningitis Research Foundation is based in Bristol, we would like you to be in the office once a week. This may be more during busy events seasons. You will also be required to attend weekend events on occasion – all travel and accommodation at weekend events will be covered by MRF.

**We are in the process of transitioning to a new website and a new CRM system, therefore the remit of this role will evolve as our processes and ways of working evolve with our new systems. This role will work alongside the Senior Fundraising Manager and Database and Insights Manager to develop these new processes, the role remit will also develop and change as we gain an understanding of the new process requirements. Flexibility during this process will be key!**

## Key Relationships

You will report into the Senior Fundraising Manager (Events & Community) who will support you with your role. The Fundraising Assistant sits within the Events & Community team, which in turn sits within a wider Fundraising Team that also includes trusts and foundations, supporter development and database and insights.

Internally you will work very closely with other members of the Events & Community Team to support them to achieve our shared goals, as well as working closely with our Database executive to ensure our data is managed effectively. On occasion you may be required to support other members of the Fundraising Management Team or Head of Fundraising.

## Responsibilities

- Understand our fundraising database and how it is used and to be able to create and maintain records, acting as a key point of contact and support to the rest of the team
- Provide proactive and responsive general day-to-day administrative support to the events and community team, seeking ways to maximise the efficiency of the department
- Carry out routine financial administration and monitoring processes within the department
- Manage information from online fundraising platforms used by our supporters
- Enthusiastically seek improvements to the department's processes so as to bring about long-term improvements to efficiency

## Key Tasks

- Take ownership of donor information within our database. Updating event and contact details, communications and donation information
- Leading on the income post process including banking donations, creating donation records and thanking supporters by email and post
- Lead on the data import and accuracy of reporting dashboards for the National Events and Student Fundraising teams

- Take ownership of the events & community team resources stock including, stock taking, stock ordering and sending materials to supporters
- Process new online fundraising pages and set up and amend supporter information on database
- Answer phone calls to the fundraising and main MRF Phone line, acting as first point of call for inbound enquiries to the fundraising team
- Supporting the management of the teams email system, acting as first point of call for the fundraising, events and student inboxes
- Importing data into the database including event applications and registrations
- Support in the application, administration and monitoring of fundraising opportunities provided by Meningitis Research Foundation primarily to the student fundraisers including street collections
- Leading on resource mailings to supporters including accurately updating supporter records, packing orders and posting these packages
- Provide support to fundraising projects as agreed with the Senior Fundraising Manager (Events and Community)

### General, personal & developmental

- Support all colleagues and communicate your work and needs openly and effectively.
- Establish efficient and effective working relationships and communication with internal and external stakeholders
- Other tasks as directed by Senior Managers and Head of Fundraising where appropriate

**Please note:** Due to upcoming changes to our website and CRM system our processes and ways of working will evolve over the coming year, this role will require flexibility as these changes will affect the remit of the role.

## Person Specification

		Essential/Desirable
Knowledge & Skills	Good organisational and administrative skills, able to prioritise, juggle multiple tasks and work to deadlines	E
	Excellent written and verbal communication skills	E
	Excellent attention to detail	E
	IT competent including Microsoft office package, Teams and Outlook	E
	Confident using Excel including formulas and data manipulation	D
	Confident using the phone to contact supporters including warm and cold calling	E
	Experience using a CRM or database	D
	Understanding of GDPR and how it relates to fundraising	D
Personal Attributes	Reliable and consistent	E
	Effective team player with an ability to build effective working relationships	E
	Sensitivity, diplomacy and empathy	E
	Self-motivated and able to work on own initiative	E
	Ability to demonstrate our organisational values in all areas of your work	E
General	Able to work occasional unsocial hours and a willingness to travel, occasionally overnight for events	D

This job description should be taken as a general guide and the charity reserves the right to update and amend it in keeping with operational requirements, which may change from time to time.

## Terms and Conditions – Essentials

### Location

Your normal place of work will be at Head Office which is currently Room 703, The Programme Building, 7th Floor, The Pithay, Bristol, BS1 2NB, though working from home is also an option. We require you to attend the office at least once a week.

### Salary

£23,000 - £26,999 (Band 1) including 2% employee pension contribution + 6% employer pension contribution. Paid in arrears on or around 25<sup>th</sup> of each month.

### Contract Type

Full time, permanent

### Hours of Work

36.25 hours between 8.00am and 6.00pm Monday to Friday, with occasional unsociable hours. Time worked outside of core hours can be reclaimed in line with the charity's Time Off in Lieu (TOIL) policy

### Annual Leave

25 days + statutory & public holidays. The Charity's holiday year runs from 1st April to 31st March.