

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 will make a difference in people's lives, both in the UK and around the world as we work to defeat meningitis.

Starting Salary: £22,000 - £24,000

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 is comprised of three areas: student fundraising, community fundraising and national events. Our student team support hundreds of students every year to complete challenges such as climbing Kilimanjaro or Everest base camp. Our community fundraiser supports anyone who want to fundraise for us 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 TCS London Marathon and A J Bell 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 our 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

Every year, there are more than 2.4 million cases of bacterial meningitis around the world. 1 in 10 people who get meningitis will die. We are driven to defeat meningitis 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

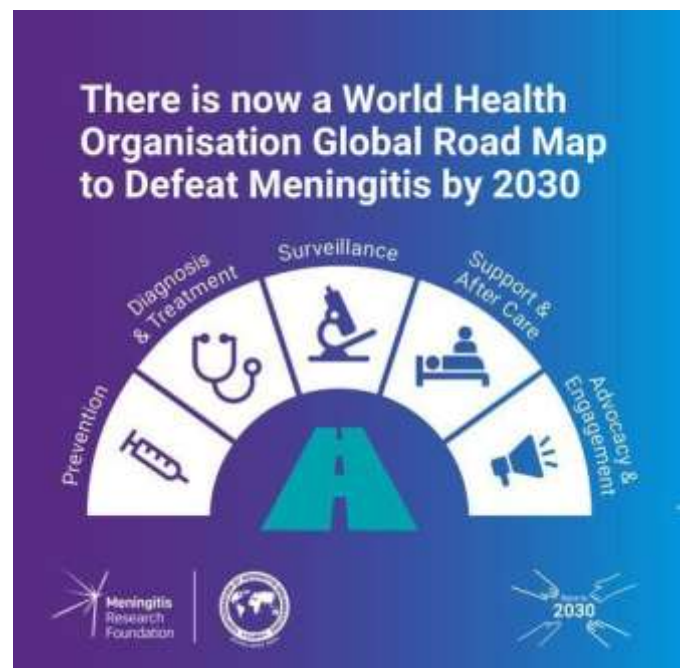
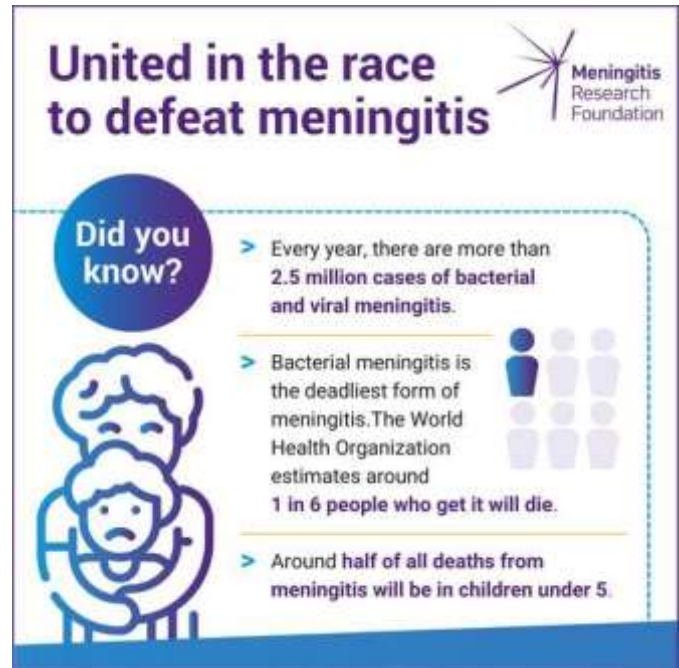
Your development is important to Meningitis Research Foundation. Once you join the team you will meet with colleagues from across the organisation so you understand the important work everyone is doing to defeat meningitis. You will learn about your role and get up to speed on the various tools you'll 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 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 an international health charity headquartered in the UK, driven by a passionate mission to prevent the devastating impact of meningitis. Founded by individuals whose lives were profoundly affected by meningitis, we are dedicated to enabling positive change by uniting people and knowledge to save lives.

The Confederation of Meningitis Organisations (CoMO) is our worldwide network of people and groups who are driven by a shared purpose to defeat meningitis. By coming together to share their diverse experience and expertise, they are a formidable global force against this life-threatening condition.

Fundraising is the glue that holds together all of our work to defeat meningitis. Our fundraising activities support people to not feel helpless in the face of tragedy and heartache, so they can leave a legacy for those they have lost. Our work is trusted and supported by some of the world's leading science and health organisations. Through adventures and experiences, we create a community, so people can be passionate advocates and connect with others, whether they have been through a similar life-changing experience because of meningitis or simply want to support our cause. We take seriously our responsibility to invest the funds raised for us where they will have the biggest impact. Why? Because our supporters enable everything we do.



Meningitis and Me - Mike Davies

Mike contracted meningitis and septicaemia and spent 10 weeks in ICU, which resulted in having his four limbs amputated. He is now the UK's tenth person to receive a double hand transplant. Mike is a valued ambassador for Meningitis Research Foundation and works in partnership with us to tell his story and not only advocate to defeat meningitis around the world but to also inspire hope for those affected.

"I'm just Mike - and that's how I think of myself. It's coming back to that acceptance".

You can watch Mike's story [here](#) as part of our Meningitis and Me series and [here](#) speaking at the World Health Organisation's first high level meeting to defeat meningitis in April 2024 (11mins).

Meningitis Research Foundation's 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 and septicaemia, both here in the UK and in communities around the world

We are a passionate advocate

We are a united voice against meningitis and septicaemia and a dedicated champion for those it affects. We exist to ensure that the voices of our members, supporters and those impacted by meningitis and septicaemia 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.

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.

If you have read and understand these values and they appeal to you, they are a good indicator of what it is like to work at Meningitis Research Foundation.

How to apply

The closing date for completed applications is 9am on Thursday 11th July. Interviews will be held via Teams w/c 15th July. If you have any questions or would like to discuss the role further please email katl@meningitis.org.

Please send a CV and covering letter to 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. Meningitis Research Foundation is committed to safeguarding, 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 the Charity.

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 grants fundraising, high value fundraising, corporate fundraising and new product development.

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 Fundraising Data Administrator 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

- Manage donor information within our database. Updating event and contact details, communications and donation information
- Managing the events & community team resources stock including, stock taking and sending materials to supporters
- Manage new online fundraising pages and set up and amend supporter information on database
- Answer phone calls and monitor inboxes to deal with enquiries and requests for information
- Support the promotion and recruitment of student challenge events both via email, social media and via the telephone
- Supporting the management of the teams email system, keeping the contact information up to date and managing the automated email journeys.
- Support student participants with their fundraising plans and activities when necessary

- Support in the application, administration and monitoring of fundraising opportunities provided by Meningitis Research Foundation primarily to the student fundraisers including street collections and the student raffle
- Provide support to fundraising projects as agreed with the Senior Fundraising Manager
- Provide general administration support for the student fundraising team

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

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

£22,000 - £24,000 including 2% employee pension contribution + 6% employer pension contribution. Please note our salary bands and job titles are currently being reviewed. Paid in arrears on or around 25th 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. All time worked outside of out core hours can be reclaimed as TOIL at your managers discretion.

Annual Leave

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