



## Job description

<b>Job title:</b>	<b>Fundraising and Executive Support Officer</b>
<b>Contract type:</b>	<b>Permanent</b>
<b>Hours:</b>	<b>35 hours per week</b>
<b>Salary:</b>	<b>£24,000 per year</b>
<b>Reports to:</b>	<b>Supporter Relations Manager</b>
<b>Direct/indirect reports:</b>	<b>None</b>

### Introduction

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One person in six has poor literacy skills that impact on every area of their life. A child without good reading, writing and communication skills will struggle to succeed at school, and as an adult they could be locked out of the job market. Poverty doubles the likelihood that, by the age of five, a child's literacy skills will be below average.

We are an independent charity dedicated to raising literacy levels in the UK by giving disadvantaged children the literacy skills they need to succeed. Our research and analysis make us the leading authority on literacy. We run projects in the poorest communities, campaign to make literacy a priority for politicians, businesses and parents, and support schools.

We are a rapidly growing organisation, with ambitious plans and amazing staff. We have 25 years' experience of delivering programmes and campaigns to improve the skills and confidence levels of those most in need of support. Partnerships are an essential part of our work – with the education sector, with businesses and with community partners. We work closely with both national and local government. Our funders and partners include high street brands such as McDonald's, WHSmith and Clarks Shoes, and large multinationals such as Lancôme, KPMG and PwC. We have our main office in Vauxhall, London, as well as people working to support our community activity around the country.

This role is responsible for supporting our fundraising events, including our annual gala dinner and summer party, engagement dinners and profile-raising events with our Patron

HRH The Duchess of Cornwall, ambassadors and author supporters, alongside internal events such as staff away days. The role also encompasses support for our major donor fundraising through online research relationship management. The postholder will also provide diary and administrative support to the senior management team. Some work will be required out of usual office hours, to support our evening and weekend events.

## **Part 1: Job profile**

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### **1.1 Main purpose of job**

This role is responsible for assisting the Supporter Relations Manager with event management, supporting our major donor fundraising, and providing diary and administrative support to the senior management team.

### **1.2 Position in organisation**

This role is part of the fundraising team, which has a total of 12 members of staff, and reports directly to the Supporter Relations Manager.

### **1.3 Working contacts**

#### **Internal**

Close working with the fundraising team, including the Director of Fundraising and the rest of the senior management team

Regular contact with all staff across the organisation

#### **External**

Regular contact with donors and supporters at all levels

Contact with suppliers and partners

Responding to meeting requests from a range of contacts and organisations

## **Part 2: Key duties and responsibilities**

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### **2.1 Event management and major donor relationships**

- Provide support with event planning and logistics for internal and external events, including sourcing venues, overseeing guest lists, invitations, responses and invoicing, and writing briefings
- Provide support with requesting books and auction prizes for events
- Carry out online research to identify possible new supporters of the charity and to support relationship management
- Support communications with current major donors including update emails and a quarterly newsletter
- Keep contact data and relationship records up to date on our Salesforce CRM database, adding data on behalf of the team where necessary

### **2.2 Executive support**

- Provide diary support to members of the senior management team, setting up internal and external meetings and responding promptly and directly to senior level contacts and/or their assistants as required

- Provide timely and appropriate briefings in advance of meetings and events (or ensure that colleagues provide these as required) and assist with other meeting paperwork
- Arrange travel, accommodation or working lunches, and claim expenses on behalf of the senior management team as necessary
- Provide diary and practical support in arranging weekly management meetings, induction meetings for new staff members, away days and annual staff development/team days
- Take minutes and support agenda planning where necessary
- Support trustee board and committee meetings, including tracking, proofing and sending papers in advance and supporting meeting logistics on the day

### **Part 3: Person specification**

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#### **3.1 Essential experience**

- Event and/or fundraising support
- Providing high level administrative support and diary management
- Working to multiple deadlines in a dynamic environment
- Handling sensitive/confidential information
- Financial administration

#### **3.2 Knowledge**

- Understanding the principles of effective communication
- Approaches to fundraising and relationships with donors

#### **3.3 Skills**

- Strong attention to detail, with excellent written and spoken English
- Clear and confident communicator, able to engage with contacts at all levels
- Logical and well organised
- Strong time management and ability to prioritise tasks
- Motivated, proactive and able to think outside the box in unplanned situations
- Team player, adaptable in situations of frequent priority and focus change
- Customer relationship management
- IT skills, including Microsoft Word, Excel, PowerPoint, Outlook and databases
- Working independently and problem solving

#### **3.4 Other**

- Confident and enthusiastic
- Commitment to equality and diversity
- Strong interest in literacy and social justice issues

#### **Part 4: Summary of terms and conditions of service**

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**Location:** The postholder will be an employee of the National Literacy Trust. The post is based at the National Literacy Trust, 68 South Lambeth Road, London SW8 1RL.

**Probation period:** This post is subject to a 12-week probationary period.

**Notice period:** This post is subject to a four-week notice period.

**Safeguarding:** The postholder will adhere to the National Literacy Trust's safeguarding policy for children, young people and vulnerable adults.

**Expenses:** The role will require travel within the UK. Out-of-pocket expenses will be paid when incurred in accordance with our expenses policy.

**Annual leave:** Annual leave entitlement is a total of 39 days per year (pro rata for part time staff), made up of 28 bookable days plus all bank holidays and the closure of the office from Christmas Day to New Year's Day inclusive.

**Pension:** The National Literacy Trust will contribute 8% of annual salary for those who qualify for our group pension plan.

**Other benefits:** We provide a Cycle to Work scheme, season ticket travel loans and access to other health and wellbeing benefits including discounted gym membership, dental plans and health assessments.