



Fundraising Support Assistant Recruitment Pack October 2023

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Welcome



Thank you for your interest in the role of Fundraising Support Assistant.

Lymphoma Action is a national charity providing information and support to people affected by lymphoma, the fifth most common cancer in the UK.

The Fundraising Support Assistant will join a lively and enthusiastic Fundraising Team, providing effective administrative support to colleagues, and excellent supporter care to everyone who donates or raises funds for Lymphoma Action.

Reporting to the Senior Fundraising Manager, you will be responsible for delivering the Charity's supporter care programme to ensure the highest levels of donor satisfaction and will handle initial enquiries into the organisation, providing the best possible customer service. You will get involved with a range of departmental projects by providing administrative support to the Fundraising team.

It is an ideal opportunity for anyone looking to develop their career in fundraising and the charity sector and to play a significant role in supporting people living with cancer. This is an exciting time to join the team as we invest in and develop our fundraising and how we deliver services for the people that need us. You can read more about our long-term strategy and goals on our website: www.lymphoma-action.org.uk/about-us.

In order to meet the needs of the team, this role is based at our head office in Aylesbury, with limited opportunities for hybrid working.

We look forward to receiving your application.

Amy Billington
Senior Fundraising Manager
Lymphoma Action
✉ a.billington@lymphoma-action.org.uk

Further details, including the selection criteria for this role, can be found in the Job Description and Person Specification.

Our Vision, Mission, Goals and Values






Vision Statement

Everyone affected by lymphoma will receive the best possible support, treatment and care.

Mission Statement

Through information, education, support and influence, we will make sure no-one has to face their lymphoma alone.

Our 5 Strategic Goals

-  Ensure that people understand lymphoma.
-  Enable people affected by lymphoma to feel supported by others who understand what they are going through.
-  Empower people affected by lymphoma and their healthcare professionals to communicate with confidence.
-  Be a voice for people affected by lymphoma to influence the decisions that affect them.
-  Increase the impact of our work by making best use of our resources.

Our Values

- **Focused** – we are dedicated to the needs of those affected by lymphoma.
- **Empowering** – we build confidence to make change happen.
- **Trusted** – we use our expertise to deliver quality services.
- **Innovative** – we look to a better future for people affected by lymphoma.
- **Collaborative** – we are inclusive and value our partnerships.



Job Description and Person Specification

Job title:	Fundraising Support Assistant
Responsible to:	Senior Fundraising Manager
Duration:	Permanent contract
Location:	Office-based with some flexibility for hybrid working
Working hours:	Part-time, between 28–32 hours per week
Salary:	Circa £21,000 p/a (pro-rata)

Purpose of the role

- To process initial service user and fundraising enquiries into the organisation, providing the best possible customer care.
- To thank supporters ensuring highest level of donor recognition is achieved.
- To provide administrative support to the Fundraising Team.
- To assist with reception duties (front desk/door, post/deliveries, etc.) and provide consistent office-based support for the team.

Key internal and external relationships

- Senior Fundraising Manager
- Director of Fundraising and Communications
- Individual Giving Support Assistant
- The Fundraising and Communications team
- The Charity's service users and supporters/people affected by lymphoma
- The Services and Finance teams.

Main duties

Customer care and administration

- To deal with all initial incoming enquiries to Lymphoma Action, directing enquirers or signposting callers to the relevant services, providing fundraising advice, support and encouragement.
- To maintain effective administrative processes, working closely with the Individual Giving Support Assistant to ensure consistency.

- To thank supporters including community, corporate, and major donors ensuring the highest level of donor recognition is achieved and to establish long-term relationships with supporters.
- To provide administrative and stewardship support for our Challenge Events and Community Fundraising, such as mailing fundraising packs and assisting with communications.
- To look after the day-to-day administration of our merchandise activity including stock management and product ordering.
- To provide additional administrative and secretarial support for the Fundraising department including meeting organisation, agendas, notes and actions.
- To work closely with the Finance team to ensure that income is appropriately managed and recorded.

Maximising relationships with individuals

- To ensure that the highest level of customer care and service user support is achieved and maintained so that people affected by lymphoma get the right help and information they need.
- To ensure that the highest level of donor recognition is achieved in order to build excellent donor relationships and maximise income.

Data recording

- To make daily use of the Charity's CRM database (ThankQ) to record enquiries, actions and communication.
- To process data from fundraising platforms such as Give Panel and Eventbrite as required.
- To monitor stock levels and take appropriate action on the BCQ system.

General

- To contribute to organisational effectiveness through positive team working.
- To represent Lymphoma Action in a variety of settings and to a variety of audiences.
- To participate in staff training, organisation/team meetings and events, as required.
- To comply with the organisation's health and safety, confidentiality, data protection and other policies.
- Any other duties deemed appropriate by the Senior Fundraising Manager, subject to time and commensurate with level of responsibility and salary.

Person Specification

This is the selection criteria for the role.

It is not expected that the successful candidate will necessarily have experience/competency in all the areas highlighted. This role provides a great opportunity for someone who is keen to build a career in fundraising. Lymphoma Action is committed to helping individuals develop professionally and personally, and your application is encouraged.

Experience and knowledge

- Experience of working in an administrative or customer service role (preferably within the charity sector).
- Understanding of fundraising and working with volunteers and donors (or relevant transferrable skills in customer service methods).

Skills and abilities

- Excellent verbal and written communication skills.
- An outstanding telephone manner and ability to provide exceptional customer service.
- Strong administrative and organisational skills with the ability to juggle and prioritise multiple tasks and manage workload under pressure and amid deadlines.
- Creative ability to produce engaging thank-you/stewardship letters, conveying the impact and value of the donations that we receive
- Excellent IT and digital skills, including Excel, Word and PowerPoint.
- Ability to work well with different online platforms, software and databases.

** The role includes some travel for the purpose of training and attending external meetings. Occasionally, there may be the need to work at weekends or during anti-social hours, for which notice and time off in lieu will be given.*

Values and Behaviours

Lymphoma Action works to a clear set of values in everything it does and this reflects the following behaviours we look for in all our staff.

Focused

- You focus on goals and on the best outcomes for our beneficiaries.
- You are strategic and make good decisions and don't just focus on short-term needs.
- You work in a flexible way, responding to new insights that will help us increase our impact.

Empowering

- You inspire people, celebrate success and acknowledge the efforts of others.
- You support people to take on tasks and be confident in their decisions.
- You respect the decisions of others and are resilient in the face of change.

Trusted

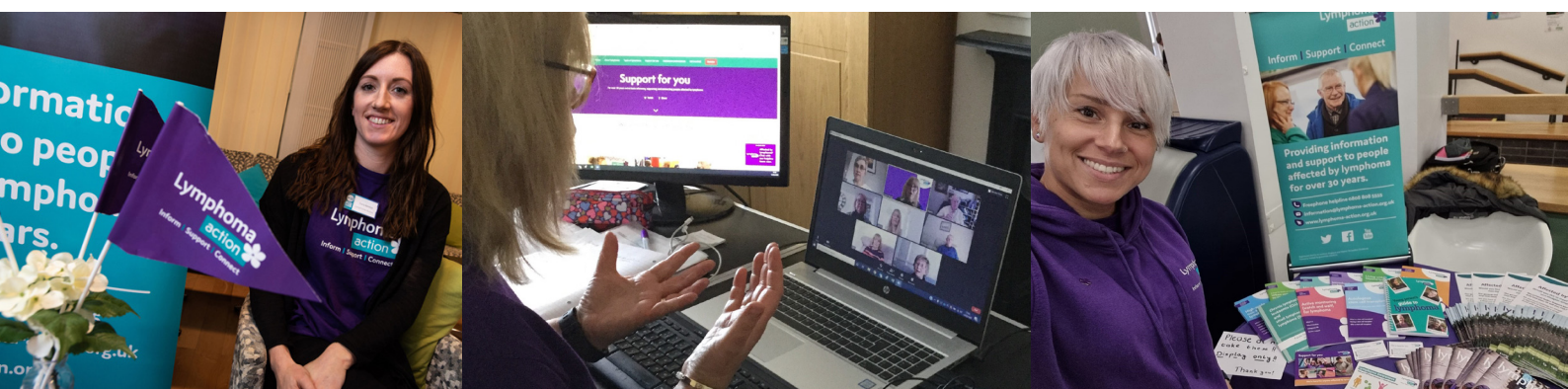
- You are empathetic and show compassion, but respect professional boundaries.
- You do what you say you're going to do and take responsibility for your decisions.
- You are open and honest with yourself and others.

Innovative

- You are curious, open to new ideas and don't miss opportunities.
- You make time for reflection, creativity and learning and encourage others to do the same.
- You are willing to try new things and you learn quickly from your experiences.

Collaborative

- You are inclusive, treat everyone as an equal and embrace diversity.
- You listen well, communicate openly and share your skills and knowledge with others.
- You believe in the value of relationships and understanding differing perspectives and feelings.



Why work for Lymphoma Action?

- We are an established and successful national charity with a great working culture, focusing on what we are here to do but also on being creative, supportive and having the right environment to be effective.
- We embrace the benefits of hybrid working, providing the infrastructure and processes to enable you to work from home and from the office.
- Annual leave of 33 days including 8 bank holidays, rising by 1 day for each complete year of service up to a maximum of 38 days (pro-rata for part-time staff).
- A generous workplace pension scheme where Lymphoma Action will contribute 5% of your salary each year, alongside your 3% minimum employee contribution.
- A Life Assurance scheme (death in service benefit) that pays a lump sum of twice your salary.
- An Employee Assistance Programme, offering face-to-face, online or telephone counselling to support your mental health and wellbeing.
- Colleagues fully trained in Mental Health First Aid, providing a safe and confidential listening ear for support, information and signposting.
- Enhanced pay over and above the statutory minimum for maternity, paternity, adoption and sick leave.
- Free eye tests and glasses contribution, and flu jab for all staff who are ineligible for a free one on the NHS.
- Additional discretionary annual leave between Christmas and New Year.
- Free on-site parking at our offices in Aylesbury.
- Induction training and ongoing learning and development to help you deliver your role.

It is rewarding to have a positive impact on the lives of those affected by lymphoma.

How to apply for this role

If you are interested in joining Lymphoma Action as our Fundraising Support Assistant, please read the Job Description thoroughly, including the **selection criteria** listed in the Person Specification above.

- To apply, please submit your CV and a Supporting Statement, which needs to evidence how you have gained the skills and experience we are looking for, as per the selection criteria. Please note that applicants will be shortlisted against how their Supporting Statement meets the criteria in the Person Specification.
- We actively welcome applications that will help increase the diversity of our workforce, including from those with disabilities, from minority groups and from different backgrounds.
- If you have any queries about the role or the application process, please contact Non Kinchin-Smith, HR and Governance Officer, on jobs@lymphoma-action.org.uk.
- Please email your CV and Supporting Statement to jobs@lymphoma-action.org.uk in Word format, not pdf.
- We will only consider applications from candidates who live in the UK and who have the right to work in the UK.

The recruitment timetable

Closing date is 12pm, Monday 6 November 2023

Interviews will be held in person at our
head office in Aylesbury on
Monday 13 and Tuesday 14 November 2023

What we do

What is lymphoma?

Lymphoma is a cancer of the lymphatic system, which is part of the immune system. It is the fifth most common cancer in the UK with more than 20,100 people diagnosed every year, including diagnoses of chronic lymphocytic leukaemia (CLL) (which is a form of lymphoma, despite its name).

While the majority of people diagnosed with lymphoma will be over the age of 55, lymphoma is also the most prevalent cancer among teenagers and young adults aged under 30. Approximately 125,000 people are living with lymphoma and CLL in the UK.

For our recent achievements please read our 2022 annual report and accounts on our website.

Our services and activities can be broadly grouped as follows:

- **Information and publishing** – including high-quality information leaflets and publications (including *Lymphoma Matters* magazine), supplemented by a programme of webinars, podcasts and videos.
- **Lymphoma TrialsLink** – an online clinical trials database and information service.
- **Helpline** – open five days a week and providing much-needed emotional support. We receive almost 2,000 enquiries a year via telephone, email and live chat service on our website.
- **Peer support** – we operate a network of online support meetings across the UK supplemented by topic specific meetings and meetings for specific groups such as for young people. We also run a closed Facebook group with over 3,500 members.
- **Buddy Service** – we have a team of trained Buddies whom we link with people who need additional support or who want to speak with someone who has shared similar experiences.
- **Live Your Life** – our award-winning survivorship and education programme, which is run in both digital and in-person formats.
- **Events** – a mixture of national and regional, in-person and digital events.
- **Healthcare education and training** – we run online training events and conferences for, and provide information to, healthcare practitioners working in the field of lymphoma. This includes GPs, nurses, specialist trainees and consultants.
- **Website** – www.lymphoma-action.org.uk offering a range of information and support with over 2 million visitors a year.

To find out more about Lymphoma Action and our work, please visit our website:

www.lymphoma-action.org.uk/about-us

How we work

The Charity's work and strategic objectives are overseen by the Board of Trustees, which meets four times a year, with the day-to-day operation of the organisation led by **Ropinder Gill, Chief Executive**, and a Senior Management Team comprising:

- **Dallas Pounds, Director of Services**
- **Jim Howson, Director of Finance**
- **Deborah Laing, Director of Fundraising and Communications**

An Operational Managers Group also works across the organisation, to support the implementation of strategy, development of operational plans and internal communications. The group is made up of representatives from publications, volunteering, communications, education and support services and fundraising.

Financially, we are dependent on our fundraising work. Whereas our income pre-pandemic was circa £1.8m, we raised over £3m in 2021 (due to a windfall legacy) and over £2m in 2022.

To find out more about what Lymphoma Action does, please have a look at our website:
www.lymphoma-action.org.uk/about-us

For our recent achievements, please read our
2022 annual report and accounts.

Thank you for your interest in this role.

Lymphoma Action is a charity registered in England and Wales (1068395) Scotland (SC04850).
Registered address: Unit 3, Bell Business Park, Smeaton Close, Aylesbury, Bucks HP19 8JR.
Company limited by guarantee registered in England and Wales (03518755).