

Job Description

JOB TITLE:	Fundraising Assistant
LOCATION:	JW3, London NW3 (occasional travel may be required)
REPORTING TO:	Director of JW3 Development
ANNUAL LEAVE:	20 days plus Jewish holidays and Bank Holidays
SALARY:	£21,000

ABOUT JW3

JW3 is a non-profit Jewish Community Centre and arts venue based in London NW3, open to all regardless of race, religion, belief, gender, sexuality, ability or age. We are a registered charity and a company limited by guarantee. We opened our doors in October 2013 and currently receive over 200,000 visits each year to our purpose built centre that houses a Cinema, Restaurant, Bar, Café, Nursery, and over a dozen spaces where a year-round programme of over 6,000 activities takes place, including adult education, language classes, theatre, music performances, youth programmes, after-school activities, food & drink workshops and demonstrations, parties, 'big name' talks and debates, films, family programmes and more.

Our Vision is to be at the heart of a vibrant, diverse, unified British-Jewish community, inspired by and engaged with Jewish arts, culture, learning and life. We aim to achieve this by...

- *...creating outstanding events, activities, classes and courses – the diversity of which reflects the diversity of our community;*
- *...offering multiple entry points into Jewish life, culture and community for the widest possible range of people regardless of age, background or belief;*
- *...increasing the quality, variety and volume of Jewish conversation in London and beyond.*

OVERVIEW & MAIN PURPOSE OF ROLE

We are seeking an organised individual to support the Director of JW3 Development in their efforts to raise charitable funds towards JW3's activities. You will deliver smooth and professional administration of donations, maintain accurate records, and provide general support to the Director of JW3 Development and the wider fundraising team.

You will have access to highly confidential information, requiring absolute discretion at all times.

You will deal with a range of external stakeholders including key donors, supporters, and trustees.

SPECIFIC RESPONSIBILITIES AND DUTIES:

- Provide general administrative support to the Development department. Maintain up to date and accurate records of all fundraising campaigns, events, activities and donor contact – using JW3's fundraising database, Spektrix.
- Ensure all donations are received, recorded, banked and appropriately acknowledged in an accurate and timely manner. Ensure 100% conversion rate from pledges.
- Keep accurate and up to date finance records working with the finance department to ensure accurate reporting.

- Responsible for collating and running monthly, quarterly and annual donation reports.
- Help maximise our Gift Aid claims by ensuring all Gift Aid forms and records are valid and up to date for all donors.
- Assist in the provision of accurate research on donor prospects.
- Be an effective liaison between the fundraising department and lay committee members and board members.
- Respond to incoming calls to the Development Department.
- Support the effective operation of the JW3 Development Board, including managing the dates, formatting and circulating agendas, taking and circulating minutes and all key paperwork for meetings.
- Provide a high level of support to Development Board members to ensure they have all the assistance they require in order to support JW3 Development's fundraising efforts.
- Provide excellent levels of donor care pre-and post-event including ensuring the accurate and timely thanking for donations and participation.
- Support the Head of Patrons and other team members on all matters relating to donor engagement and stewardship.
- Support the team on all fundraising events including Business Breakfasts, Dinners, Lunch or online fundraisers. This will include the administration of invitations, monitoring guest replies, updating guest information, logging pre-event pledges and all post-event engagement.
- Assist the team with the administration of fundraising processes such as sending promotional materials to supporters, arranging collection and chasing income.
- Anticipate, understand and respond to the needs of donors to meet or exceed their expectations.
- Work collaboratively with other departments, individual professional staff, volunteers and lay leadership across the organisation to achieve JW3's overall strategic objectives.
- Attend all relevant staff meetings, training days, supervisions etc.
- Act as an ambassador/point of contact in the JW3 office – answering the telephone, welcoming guests as needed.
- Undertake other reasonable duties as part of the JW3 Development Team or wider organisational team, as required by your line manager or JW3's CEO – such as other administrative support when needed, or work on specific fundraising projects and events.

REVIEW ARRANGEMENTS:

This position will grow and develop as the needs and requirements of the Development Director and team change. There is ample opportunity for the successful individual to grow and develop within this role and get a solid grounding for all aspects of fundraising.

PERSON SPECIFICATION

All staff must wholeheartedly buy into JW3's mission, vision, values and guiding principles. A belief in the importance of inclusivity and working cross-communally, and a commitment to high quality Jewish engagement, arts and culture, and community-building is critical. A sensitivity to Jewish cultural issues is important. Training and support will be provided in order to achieve this.

Essential Skills, Knowledge and Experience

- Excellent communication skills, including written, verbal, interpersonal and presentational.

- Excellent organisational skills.
- Strong numerical skills to process gifts and keep budgets updated.
- Demonstrable methodical approach to work with excellent attention to detail.
- IT literate (including Microsoft Word, Outlook, PowerPoint and good Excel skills)
- Ability to work on own initiative and manage and prioritise own workload.
- Proven experience of successfully working under pressure, with multiple demands and in a busy environment.
- A confident, friendly and professional manner with the public and colleagues
- Able to interact confidently and build relationships with a wide range of types, at all levels.
- Flexible with a pro-active and creative approach to problem solving.
- Willing to pitch in and help others within the team, especially supporting all colleagues within the small fundraising team.
- Ability to adhere to strict confidentiality, and follow all GDPR (Data Protection) laws and guidelines.

Desirable Skills, Knowledge and Experience

- Professional experience in an equivalent role within a charity or non-profit organisation.
- Experience in any administrative or secretarial role.
- Has experience of working with a CRM database such as Spektrix, Salesforce, Raisers Edge or similar.
- Experience of community centres and/or Jewish community organisations – having been an active member, instructor/teacher, volunteer and/or staff member in at least one.
- A demonstrable personal interest in strengthening Jewish community.
- A demonstrable personal interest in and experience of arts, culture and Jewish life.
- A desire to develop a career in a fundraising department.

PERSONAL QUALITIES

We are looking for someone who:

- Shows commitment to furthering JW3's vision and goals.
- Is articulate, charismatic and dynamic.
- Has a proactive and flexible approach to work, including a willingness to work outside their regular hours where necessary – e.g. in the evenings, weekends and Bank Holidays.
- Has a natural ability to effectively work in teams and form positive relationships.
- Has passion, drive, commitment and integrity.