



COMMUNITY FUNDRAISING ADMINISTRATOR

ROLE PROFILE

Contract: Permanent

Hours: Full time

Reports to: Senior Community Fundraising Manager

Location: Mansell Street E1 8AN

Member of: Community and Volunteering team

Direct reports: None

Salary: £22,000

London's Air Ambulance Charity

Every second of every day, London's Air Ambulance delivers rapid response and cutting-edge medical care to save lives in the city.

Critical injury can happen to anyone, at any time. It is the biggest killer of people under 40.

We bring the hospital emergency department to the scene, delivering life-saving treatment to the 10 million people who live and work in London.

The service was established by a group of committed, determined and pioneering medics. They saw that people were dying before they could get to hospital. They understood that every second counts.

Today, treating patients before they get to hospital has been transformed into an established medical discipline. We have a reputation as a world leader of rapid response medical care.

We have provided support to the capital in times of great need such as London Bridge, the Grenfell Tower fire and 7/7 bombings.

We are proud to count a number of "firsts" during our time:

- The first survivor of open-heart surgery at the roadside;
- The first to use life-saving REBOA procedure at the roadside;
- The first to carry out blood transfusions at the roadside.

Our pioneering spirit continues to drive us to understand what more we can do to save lives.

Our Vision is to end preventable deaths in London from severe injury.

Our Mission is to save more lives in London through rapid response and cutting-edge care.

Our Values are

Compassionate

We care about people and put them at the heart of everything we do. We are kind, respectful and always keen to listen to feedback.



Courageous

We are prepared to achieve our mission in challenging environments. We are authentic, honest and not afraid to challenge and take calculated risks.

Pioneering

We embrace and lead change through our innovation and creativity. We are constantly learning, both from our successes and from our failures to make sure we are always striving to improve.

Context

LAAC aspires to double its income over the next 5 years and to significantly raise awareness of the fact that we are charity. Increased community fundraising and the support of volunteers will play a major role in helping to achieve this. Community Fundraising is well established at London's Air Ambulance with room for significant growth and the team has ambitious plans to engage and support community Fundraising across London.

Job Purpose

This role is a vital part of our community and volunteering growth strategy Responsible for supporting our Community Fundraisers with their initial contact with London's Air Ambulance Charity, the purpose of this role is to provide them with excellent supporter care. This role will deliver office-based support to those fundraising in their communities and coordinate fundraising materials, provide thanks to our supporters and be responsible for recording information in an organised and compliant way.

Key objectives

- To provide excellent supporter care to all Community fundraising supporters
- To develop In Memory and In Celebration fundraising programme including development of fundraising materials
- To develop and manage our community collection pots programme

Key responsibilities

- To respond to all fundraising enquiries and requests in a prompt, efficient and thoughtful manner
- Manage the Community Fundraising enquiries email inbox
- To develop and manage Community collection pot programme including management of pot coordinator volunteers and ensuring all information is recorded on ThankQ database
- To support in memory and in celebration fundraisers by sending out materials, fundraising packs and ensuring all fundraisers are thanked in a timely manner
- To manage initial contact with and provide support to 'DIY fundraisers'
- To maintain accurate records of donations, donors' personal information and any other data relating to fundraising (both paper and electronic)
- To collate information and fundraising materials as requested by fundraisers, volunteers and supporters
- To record community activity on our CRM database ThankQ and contribute to the development of ThankQ's reporting function to provide insight and information to improve the performance of the community & volunteering team.
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- To provide administrative support to the Community Fundraising Team including management of team diaries and supporting team members with booking events, collections and other fundraising activities
- Any other reasonable activity as needed for the operation of the Community Fundraising Team

The above list is not exclusive or exhaustive and the job holder may be required to undertake such other duties as may reasonably be required.

Person Specification

Essential skills and abilities

- Clear and concise written and spoken communications
- Excellent, administration and time management skills
- Ability to use own initiative, manage own workload and that of volunteers
- Excellent customer service skills on telephone, in writing and person
- Commitment to, understanding and sensitive communication of our work and values
- Enthusiastic and positive attitude, flexible and adaptable
- Research, analysis and planning skills
- Excellent IT skills; specifically, Microsoft Office
- A high standard of spoken and written English

Desirable skills and abilities

- Previous experience within the charity sector
- Experience of working with and managing volunteers
- Experience of working in an office environment; preferably within fundraising
- A full, clean driving licence (not essential)

Personal attributes

- Approachable and personable
- Focus on cross team working and collaborative approach
- Solutions focussed and inclusive approach

Equal Opportunities Policy

London's Air Ambulance Limited is committed to eliminating any discrimination and promoting diversity and equality of opportunity in all it does. It is therefore London's Air Ambulance Limited's commitment to provide equal opportunities in employment and we will not unlawfully discriminate against job applicants, employees of the Company, volunteers, workers or contract workers on the grounds of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation (unless, as in the case of pilots or fire crew physical fitness is essential to the performance).