



WE SEE
HOPE

VACANCY: FUNDRAISING & OFFICE ASSISTANT

WeSee**Hope** is looking to recruit an experienced Fundraising & Office Assistant to join the small but dynamic team in its offices in Wimbledon, UK. This is an exciting and crucial time to come on board at WeSee**Hope**; we are at a real point of acceleration and multiplication in our work in Southern and Eastern Africa, and the role will enable the right candidate to help make a difference to some of the most vulnerable children and young people on the planet. The salary is c. £21,000 per annum, dependent on experience and suitability.

JOB DESCRIPTION

The role would suit an extremely well organised and competent individual, with demonstrable experience in office based administrative roles and IT systems. They would need to be a problem-solver with a proactive 'can do' attitude, be comfortable with managing their own workload and confident in dealing with the charity's supporters, both face to face and over the telephone. Because of the small size of the team, the successful applicant will need to be a flexible team player and happy to undertake tasks across the charity that fall outside of the role's main remit, as and when required.

Responsibilities will include:

Office Support:

- General office administration.
- Managing all office facilities contracts.
- Purchasing and stock management of office supplies.

IT / Systems:

- Managing relationships with IT support companies.
- Managing the Google apps account.

Finance:

- Providing income and expense processing support to the Finance Director.

Fundraising Support:

- Proactively managing and analysing WeSee**Hope**'s supporter and income database.
- Managing WeSee**Hope**'s supporter receipting and thanks communications.
- Managing online supporter fundraising and sponsorship pages.
- Coordinating staff and supporter visits to our projects in Southern and Eastern Africa.
- Tracking and reporting on campaign and events fundraising totals.
- Research and monitoring of supporter channels, fundraising campaigns and events, relevant news and more.
- Handling supporter and general enquiries via telephone and email.
- Running errands, packing, posting, filing and other general fundraising support.

ROLE PROFILE

The successful candidate will ideally bring the following **experience** to the role:

- Proven administration experience.
- Supporting a busy team.
- Proficient in IT and troubleshooting, along with a strong command of Microsoft Office packages including Word, Excel and PowerPoint.
- Working in an office environment and responding to telephone and email enquiries.
- Database management and reporting.
- Customer (or supporter) service and support.

The successful candidate will demonstrate the following **attributes**:

- Highly organised, with excellent time management skills, and the ability to multi-task and prioritise work.
- Excellent verbal and written communication skills.
- Attention to detail.
- Relational with a positive 'can do' attitude.
- Flexible, and a team player.

This is a full-time contract for immediate employment. The role is primarily office based with standard working hours. However, due to the nature of the charity's fundraising strategy, the Fundraising and Office Assistant will be required to attend events in the evenings or at weekends, which will be compensated for in time in lieu.

To apply you must meet the following criteria:

- Be 18 years old or over.
- Be permitted to work in the UK.
- Have achieved grade A to C in English and Maths GCSE, O Level or equivalent.
- Be sympathetic to WeSee**Hope's** vision and values.

HOW TO APPLY

Interested candidates are to email the following:

- Up to date CV, including two references with their current email addresses and telephone numbers.
- Covering letter addressed to Shelley Pigott, Director of Development, detailing your motivation in applying and why you think you would be suitable for the role

Please send these documents to shelley@weseehope.org.uk.