



Fundraising Assistant - R68

Location: Newcastle-upon-Tyne/Hybrid

Full time
Permanent
37 hours per week

Job Details

Background information on NEA

National Energy Action (NEA) is the national charity which works to eradicate fuel poverty and campaigns for greater investment in energy efficiency to help those who are poor or vulnerable to be able to stay affordably warm. NEA works in partnership with central and local government, fuel utilities, housing providers, consumer groups and voluntary organisations to promote energy efficiency with the aim of bringing social, environmental, housing and employment benefits to communities. NEA currently employs 155 staff at our national headquarters in Newcastle upon Tyne and in regional offices across England, Wales and Northern Ireland.

NEA achieves its objectives through:

- Developing and managing practical projects which demonstrate innovative ways of tackling fuel poverty and bringing the wider benefits of energy efficiency to communities.
- Carrying out research and analysis into the causes and extent of fuel poverty and the developing policies which address the problem.
- Providing advice and guidance on good practice in delivering energy efficiency services to low-income householders.
- Developing national qualifications and managing their implementation to improve the standards of practical work and the quality of energy advice.
- Campaigning to ensure social and environmental objectives are brought together under national energy efficiency programmes.

Since 2021, the number of people plunged into fuel poverty has skyrocketed. The energy crisis has resulted in millions of people unable to stay safe and warm in their own homes. Our figures show that the number of UK households in fuel poverty is 6 million from April 2024. Our services have never been in more demand. We are investing in our Fundraising and Partnerships Team, to ensure we can raise as much as possible to help people facing fuel poverty.

NEA is the leading national fuel poverty charity. Please visit our website at www.nea.org.uk to find out more about our work.

NEA's Structure

NEA is governed by a Board of Trustees and headed up by its Chief Executive Officer. The Charity comprises five distinct Directorates:

- Communities
- Development & Partnerships
- Homes
- Policy and Advocacy
- Support Services

About the Team

Staff working in the Fundraising and Partnerships team are knowledgeable and bring a wide range of skills and expertise in undertaking tasks in a variety of areas.

The Fundraising and Partnerships team lead on securing funds which support the charity's advocacy, research and operational work to improve the lives of people living in fuel poverty. We have experienced a large growth in income from public fundraising leading to an increased awareness of fuel poverty. To build on this success and maintain increased unrestricted income from a wider fundraising mix, we are expanding the Fundraising and Partnerships Team.

You will join our small friendly, but hardworking team who raise funds from a variety of sources including trust and foundations, corporate partnerships, major donors, events and community fundraisers and individual giving.

About the post

In this role, reporting into the Fundraising Manager, you will be joining a small, proactive team who raise funds from a variety of sources, including trusts and foundations, corporate partnerships, major donors, events and community fundraisers and individual giving.

We are looking for an effective individual to support the successful delivery and growth of NEA's income across its major income streams. As Fundraising Assistant, you will provide administrative and fundraising support across the Fundraising and Partnerships Team and excellent customer service to supporters, partners, fundraisers, and internal stakeholders in pursuit of the overall strategy of the Fundraising and Partnerships Team.

You'll have regular interaction with our fundraisers and supporters on the phone, online, on-screen or in person. You will work daily with colleagues across the organisation, as well as the Fundraising and Partnerships Team, to support the delivery of our portfolio of work.

You will also have demonstrable experience of working in fundraising, business development, customer service or a similar background.

With such an array of opportunities, you will need to have a high attention to detail, the ability to multitask and be exceptionally organised.

Term and Conditions of Employment

Salary:	Grade 4-5, points 7-17, £24,702 - £29,268
Hours of work:	37 hours per week, Monday to Friday on a flexi-time basis. Applicants must be willing to work away from home as required. In the event of work undertaken on evenings or weekends, and which may involve travel away from the office, time off in lieu of payment is given.
Contract:	This post is a Permanent Position
Holidays:	25 days, plus 3 additional days in the Christmas/New year period, plus all public holidays per annum.
Pensions and other benefits:	NEA offer a money-purchase, non-contributory pension scheme. 11½% of basic salary will be paid by NEA into the pension scheme. As well as the above, NEA also offers: Flexible Working, Enhanced Family Friendly payments (e.g., Maternity, Paternity and Adoption Entitlements), Eye Test Payments, Bicycle Loans, Employee Assistance Programme., Employee benefits platform.
Office:	Newcastle upon Tyne, hybrid working. Post-holders must be resident within the UK and able to prove their right to work in the UK. Post holders must also be willing to travel throughout the UK, including overnight stays as appropriate. Homeworking is subject to the completion of a risk assessment.

Interviews

Interviews will be held in the two weeks commencing **20 May 2024** via teams. Full details will be provided to candidates invited to interview.

Due to administration costs borne by the charity, we regret that only short-listed candidates will be contacted. If you have not heard from us within 4 weeks of the below closing date, please assume that your application has been unsuccessful.

Application Procedures

Applications should be submitted on an NEA application form. Please quote reference number R68. Use this form to detail why you are interested in the post, your qualifications, experience and any other relevant information. You might find this [guidance](#) useful. **Unfortunately, we are unable to accept CVs.**

For an informal chat about this vacancy please contact Jess Irwin, Fundraising Manager on 0756 678 8979 or email jess.irwin@nea.org.uk

The closing date for applications is **12:00 noon on Monday 13 May 2024.**

How to apply:

- Apply Online by clicking [here](#). If you would like the application form in another format, please email jobs@nea.org.uk

Please be aware that National Energy Action is not a sponsoring organisation. Therefore, the successful applicant must already possess the right to work in the UK or be able to secure the right to work in the UK independently.

Please note CVs will not be accepted as part of the application process. No agency or advertising enquiries please.

NEA aims to be an equal opportunities employer. We welcome applications from any applicant who has the necessary skills and experience for the post. **Charity Registration No. 290511. Company Registration No: 01853927.**

JOB DESCRIPTION

Post: Fundraising Assistant

Responsible to: Fundraising Manager

KEY RESPONSIBILITIES

You will work across the whole Fundraising and Partnerships Team, providing administrative and operational support, including maintaining the fundraising database.

- Act as a first point of contact for a wide range of fundraising enquiries (via telephone, post, website, email, face to face), always ensuring excellent customer service.
- Assist with the implementation of the NEA donor journey, and stewardship activities and support with donor communication and retention.
- Assist with the organisation of fundraising events as required.
- Support with the management of NEA's online giving platforms including Just Giving, Enthuse and Benevity.
- Sending out fundraising merchandise including supporter packs, running vests, t-shirts etc. Maintain and monitor stocks and reorder when necessary.
- To support the Fundraising and Partnerships Team with sending out mailings and applications as necessary.
- Take responsibility for ensuring that full records are maintained on the fundraising database Beacon. Ensure that data processing is in accordance with GDPR compliance.
- To carry out a range of information gathering activities as required, including online research.
- To ensure all donations are processed quickly, correctly, and donors are thanked in a timely manner.
- To assist the Fundraising and Partnerships Team with some financial functions such as processing invoice requests, reconciling the bank statements between fundraising and Finance, ensuring donations are correctly coded.
- Monitoring tender alerts and identifying potential income generation opportunities for NEA.
- Any other duties as may be agreed from time-to-time.
- Ensure effective use of NEA resources.
- Act as an ambassador for NEA at all times, and specifically when representing NEA externally.

Person Specification

Fundraising Assistant

Candidates should meet the following requirements:

Essential Requirements:

1. Experience of working in fundraising, business development, customer service or a similar background.
2. Experience of building, managing and maintaining strong relationships.
3. Experience of working within a team and individually to achieve success.

4. Evidence of excellent numeracy skills
5. Strong attention to detail and accuracy.
6. Evidence of organising workload and working effectively
7. Excellent interpersonal skills, ability to liaise with people at all levels, on the telephone, face to face and in writing.
8. Ability to carry out thorough research to keep-up-to date with new fundraising opportunities.
9. Demonstrable initiative and determination.
10. Computer literate with an understanding of databases and CRM systems.
11. Commitment to the aims and objectives of NEA and the eradication of fuel poverty.

Desirable:

12. Understanding of fuel poverty and energy consumer issues.
13. Flexible to work unsociable hours.