

## JOB DESCRIPTION

**JOB ROLE:** Engagement Assistant

**JOB PURPOSE:** To provide proactive, detail-driven support to turn plans into action within the Engagement Team and the wider organisation. Sitting within Fundraising, you will be the glue between cross-cutting activities in Fundraising, Communications and our Membership Services.

Working on a number of workflows from administration to facilitating campaigns and events, you will play an integral role in helping to positively engage and connect our supporters to our work and enhance their experience.

**ACCOUNTABILITY:** Reporting to Fundraising Manager

### **Essential experience/skills/qualifications:**

- Experience of providing administrative support in an office environment across multiple workflows and systems including managing inbound communications (email, phone, digital platforms)
- Experience maintaining accurate records using CRM systems and databases
- Experience engaging positively with supporters/visitors/customers in person
- Experience coordinating and supporting events and logistics
- Strong written and verbal communication skills, with the ability to communicate clearly and professionally with a diverse range of audiences, particularly supporters and Members
- High level of accuracy and attention to detail in data entry and written communications
- Strong organisational skills with the proven ability to manage own workload with multiple tasks and priorities in a busy environment
- Proven ability to work both independently and collaboratively as part of a team
- Ability to work flexibly and outside of normal working hours as required. Time off in lieu (TOIL) will be available
- Understanding of GDPR and data protection, including maintaining confidentiality
- Good digital literacy; including Microsoft Office packages & databases.

### **Desirable experience/skills/qualifications:**

- Experience in a fundraising, engagement, or similar role
- Experience of working or volunteering in the not-for-profit sector
- Experience of processing financial transactions
- Experience using digital communication tools or social media in a work capacity
- Understanding of charity governance, fundraising and membership regulation

## **KEY RESPONSIBILITIES**

### ***Supporter care and engagement***

- Be the first point of contact for supporters, managing inbound communications across email, phone and digital platforms
- Ensure enquiries are handled promptly and professionally, including accurate processing and recording of donations and Membership applications
- Deliver exceptional donor stewardship including personalised thank yous, and supporting effective supporter journeys

- Assist with gathering content for supporter communications, including e-news and printed materials
- Help maintain a vibrant online presence by monitoring shared mailboxes and assisting moderation of digital communities, including social media
- Support in-person and desk-based engagement such as facilitating webinars and other interactive sessions
- Assist with delivering key campaigns, and engagement events, including working out-of-hours when required. Time off in lieu (TOIL) will be available
- Be a key support for the Engagement department, especially during peak times
- Conduct research to identify potential supporters, partners and promotional opportunities, including gathering information for funding applications or reports

### ***Events logistics***

- Be a key point of contact for events; responding to enquiries, organising quotes & bookings
- Coordinate the smooth delivery of events at the MBA (for example student field course visits and bespoke tours), providing a positive experience for visitors
- Manage day-to-day event set up, coordinate departments across the MBA, and oversee communications and administration tasks
- Deliver welcome talks to help attendees feel informed and connected to the MBA

### ***Collaboration and administration***

- Build strong working relationships across all teams and functions
- Assist with calendar management and cross-team coordination across Fundraising, Membership, Communications and Site services
- Maintain accurate supporter data in our CRM (Pixl8), and other internal systems
- Identify and escalate database processing issues in a timely manner, e.g payment issues
- Maintain stock levels of resources, equipment and merchandise, including raising purchase orders

### ***Job holders will***

- Act at all times in accordance with MBA Policies, work safely and in line with safe working procedures
- Maintain a proactive approach to learning and enhancing their skills and knowledge relevant to their role
- Undertake ad hoc tasks identified as being within the job holders' capabilities