

Job Description

Job Title:	Fundraising Assistant
Reporting to:	Development Manager – Individual Giving
Direct reports:	No direct reports, but will be expected to work with volunteers, as and when required.
Grade:	Technical and/or Team Supervisory
Team:	Development
Group:	Finance and Resources

ABOUT THE RAF MUSEUM

The Royal Air Force Museum is a national museum, a Government non-departmental public body (NDPB) and a registered charity, with two sister sites at London and Cosford. RAF Museum Enterprises Ltd is the trading arm of the RAF Museum with all profits gift-aided to the Museum to support its charitable activities. Our purpose is to share the story of the Royal Air Force - past, present and future, using the stories of its people and our collections, to engage, entertain, inspire and encourage learning. Our overall vision is to inspire everyone with the RAF story – the people who shape it and its place in our lives.

The shared values that guide our planning and behaviour are:

- **INtegrity:** we are open, transparent and ethical
- **Sharing:** we work as a team to ensure our collections and expertise are accessible to all
- **Passion:** we care deeply about sharing our collections and their stories
- **Innovation:** we tell our stories and develop our business with creativity and imagination
- **Relevance:** we ensure our legacy by linking our histories with today and tomorrow
- **Excellence:** we are professional and strive to ensure excellence in all that we do

As an organisation, we aspire to be entrepreneurial, agile and sustainable in our approach, and have agreed five key strategic priorities which will underpin all that we do for the current strategic planning period to 2030:

- Inspiring innovative engagement, debate and reflection
- Connecting with communities and partners
- Inspiring our people within a dynamic, diverse and collaborative culture
- Fit for the future with brilliant basics
- Embedding an entrepreneurial, agile and sustainable approach

Underpinning everything that we do, the Museum has three overarching commitments that inform our insight, business planning and strategy development, these are our:

- **Equity, Diversity and Inclusion Commitment** – we believe that everyone has the right to live without fear or prejudice regardless of race, age, gender, disability, sexual orientation, social class, religion and belief. We aim to embed a supportive and open culture which is inclusive, positive and fair to all, develop flexible opportunities to encourage engagement with the Museum onsite, offsite and online and celebrate differences.
- **Sustainability Commitment** - we are in a climate emergency, and we are committed to addressing this crisis through our operation and with our audiences. We will operate in an environmentally sustainable way, applying the principles of sustainable development for the benefit of current and future generations, both locally and globally.
- **Health & Wellbeing Commitment** – we are committed to creating an environment where health and wellbeing are actively promoted, where people feel engaged and valued for their contribution. We aim to create a health promoting workplace where people can be themselves, feel their best and perform at their best, so we can deliver an exceptional experience for our visitors.

As a member of the RAF Museum team, you will play an important role in delivering our purpose and achieving our vision, ensuring that the Royal Air Force's story continues to enrich and inspire current and future generations.

The Finance and Resources Group comprises the Finance, Human Resources (HR) and Volunteering, Estates, Development and IT teams. We support the Museum to manage and develop all resources and activities effectively and flexibly to meet its charitable objectives and strategic ambitions, within a professional, collaborative, diverse and entrepreneurial culture. The team is also responsible for ensuring that appropriate controls are in place to meet all legal and regulatory requirements.

Purpose of the Job

To provide effective and responsive support for the activities of the Development team through, administrative support, facilitating the team to build positive supporter/stakeholder relationships and meet challenging fundraising targets.

Key Role Responsibilities

Administrative

- Supporting the Head of Development and Development Managers with reporting requirements and administrative tasks including fundraising initiatives such as Adopt an Artefact, individual giving fundraising and fundraising challenge events.
- Ensuring the Museum's Development webpages are updated regularly with accurate information around partnerships, Development programmes and key contact points, and liaising with partners to provide content on these partnerships for their own websites and communications.
- Inputting individual prospect and supporter records on the Museum's CRM database in a secure, accurate, accessible manner, and the reporting data in ways that support effective management analysis.
- Ensuring that supporter communications are recorded on Raisers Edge in a timely manner.

- Overseeing contactless donation points across the Museums two public sites including all helpdesk support requests.
- Maintain oversight of the Development Team shared inbox ensuring all queries are responded to in a timely manner or passed to the relevant colleagues.
- Monitoring, processing and responding to all postal queries and donations.
- Providing stock management across the team fundraising materials, ensuring appropriate levels and placing orders as and when required

Fundraising

- Playing a key role in ensuring that all RAF Museum donors enjoy a positive relationship with the Museum by delivering accurate and timely donor acknowledgement and the maintenance of supporter files.
- Support the Head of Development and Development Manager Individual Giving with planning and delivery of the launch of the public MDP campaign.
- Prepare for and attending face-to-face fundraising events including RAF Graduations and Air Shows.
- Prepare for and attend internal Museum events with a fundraising opportunity across the two public sites.
- Challenge Event management support, including dealing with all enquiries from fundraisers, monthly communications, creating fundraising materials, managing donation pages and posting out fundraising materials during and after the Challenge.
- Supporting the Adopt an Artefact programme, including processing adoptions and posting out adoption materials.

Finance

- Completing the weekly donation reporting for online and contactless donation.
- Managing in a timely and efficient manner the processing of monthly Gift Aid claims maximising income from eligible forms.
- Coordinating the team monthly financial reports and ensuring the timely completion.

Additional General Responsibilities

Relationships

- Ensure effective communication with all stakeholders, both internally and externally.
- Work as directed with other departments to deliver museum-wide programmes and objectives.
- Cultivate internal relationships that cross team boundaries and demonstrate positive collaboration and problem solving with all team members.

Budgets and Resources

- Work to reduce operational costs and maximise resources whilst maintaining standards of products and services.

Policies and Procedures

- Uphold both the spirit and letter of the Museums Association's Code of Ethics.
- Adhere to Museum policies, procedures and code of conduct, to protect people and the Museum's reputation, including GDPR, Health and Safety and Safeguarding policies and procedures.
- Professionally challenge procedures that do not add value to the Museum.

Personal Responsibilities

- Actively support and demonstrate the Museum's Values.
- Work as part of a team and support colleagues across the Museum.
- Protect the reputation of the Museum.

General Consideration

- The above job description is not intended to be a comprehensive list of key responsibilities, duties or requirements, and you are expected to carry out any other duties commensurate with the scope and scale of your role. The job description should be reviewed regularly to ensure it remains an accurate reflection of your role.

Person Specification:

The post holder **must** have (and be able to demonstrate) the following core/professional competencies:

COMPETENCY	DETAILS
Essential technical competencies	• Experience of providing administrative support to a team. • Proven experience of dealing with customers or donors and providing exceptional customer service experiences. • Experience in producing effective communications including formal letters, reports, event invitations and customised emails. • Excellent numeracy skills. • Demonstrable experience of using Microsoft Excel.
Communication & Engaging People	• Displays enthusiasm around activities, adopting a positive approach when interacting with others, and motivating team members. • Listens to, understands, respects and accepts different views, ideas and ways of working. • Expresses ideas and provides feedback in a timely and effective manner and with sensitivity and respect to others. • Seeks effective ways of working with colleagues, team members and other stakeholders, sharing information, knowledge and experience.
Decision Making & Problem Solving	• Uses experience and knowledge of standard practices, procedures or customs to evaluate problems and make appropriate decisions/provide appropriate advice. • Is able to deal with unfamiliar situations or issues in an effective manner, understanding when a situation requires reference to a relevant individual. • Takes initiative to suggest improvement ideas, sharing with the appropriate people in a constructive manner. • Takes ownership of problems in their own area of responsibility.
Delivering Results	• Is able to organise own activities to deliver to expected standards and targets. • Shows determination to meet own objectives and priorities and supports team members in doing the same. • Considers and pre-empts situations that may require changes to own priorities, and plans accordingly. • Remains positive and focused on achieving outcomes, despite setbacks.
Change, Adaptability & Flexibility	• Is receptive and/or pro-actively identifies and contributes to new ideas and approaches, and adapts accordingly. • Has the ability to handle conflicting priorities. • Ensures own uncertainties around any proposed changes are promptly and constructively raised with the appropriate people/person. • Demonstrates an understanding of the need for change and adapts activities and approaches to successfully support the change.
Professional Excellence	• Demonstrates the appropriate level of technical and/or professional knowledge to fulfil the requirements of the role.

	• Demonstrates pro-activity in seeking opportunities to develop skills, knowledge and experience within own area. • Shows a willingness to take on new opportunities and activities to expand experience, skills and expertise.
Strategy and Leadership	• Understands the Museum's purpose, vision and strategic objectives, and how their own role, their team and other teams within the Museum, supports their achievement. • Positively influences and motivates others, building trust and co-operation within and between teams.

The following are **desirable**:

COMPETENCY	DETAILS
Additional competencies	• Experience of fundraising in a professional environment. • An interest in the Museum or heritage sector. • Knowledge of gift aid processes. • Experience of using Raiser's Edge donor database within a fundraising environment.

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