



# FUNDRAISING ASSISTANT (12 MONTH FIXED TERM)

We're looking for a fundraising assistant role to support the Investments and Partnerships team and in particular the donor development and special events coordinators. This role will help SIA ensure that donations are processed accurately and quickly as well as support the events teams to look after fundraisers.

In close collaboration with the donor development coordinator, you will help to grow, diversify, and sustain fundraising income as part of the wider business development team, feeding into our 2030 strategy.

# An introduction from the CEO

Dear candidate,

Thank you for your interest in joining this special charity with its vital role and unique culture. I hope that you find the following information useful in supporting your decision to apply.

The Spinal Injuries Association is committed to a singular vision: a fulfilled life for everyone affected by spinal cord injury. Everyone has a right to live a fulfilled life and that means the life they choose, a life that has the same opportunities as everyone else. We are the expert, guiding, voice for life after spinal cord injury.

We're the leading national charity supporting individuals who sustain damage to the spinal cord resulting in paralysis. We are a dedicated organisation providing high-impact, quality services for people with spinal cord injury and their families. All of our work is based on the personal experiences of our members.

Being a user-led organisation is important to us; more than 11,200 of our members, almost half of our staff and the majority of our trustees live with spinal cord injury.

You'll be joining the charity at a pivotal time in our development journey. Our passionate team are driving forward ambitious plans set out in a new 2030 strategy, to build on our success and achieve greater impact.

This post will play a critical role in achieving our ambitions.

We hope that the role inspires you and look forward to receiving your application.



**Nik Hartley OBE**

# About us

SIA is the expert voice and leading source of information and advice for people affected by spinal cord injury (SCI). For nearly 50 years, we've been supporting people with spinal cord injury and representing the wider SCI community to government and other decision-makers.

## Our Vision is

A fulfilled life for everyone affected by spinal cord injury

## Our Purpose is to be

The expert, guiding voice for life after spinal cord injury

### OUR GOALS

In 2023 we launched a new seven-year strategy, based around achieving three key goals:

- 1: A health and care system that works for people with spinal cord injury people
- 2: Double the number of SIA members accessing all the support and advocacy they need
- 3: A UK government and public championing our cause

### OUR APPROACH (to achieve our goals)

- Provide critical health and care support for all people with SCI
  - Coordinate a network of support services nationwide
- Build vital specialist health & care expertise across the sector
  - Campaign for change

### OUR VALUES (guiding everything we do)

- We will be Compassionate ...in our response to everyone who comes to us for help.
- We will be Inclusive ...not just in who we support and who works for us, but how we work.
- We will be Courageous ...bringing our passion, knowledge, skills and commitment to everything we do.
- And we will be Collaborative ...forging an ever-stronger movement of people and organisations.

[SIA website](#)

[Impact Report 2023](#)

[SIA Strategy 2030](#)



# OUR KEY ACHIEVEMENTS 2022/23

Membership  
of nearly

**16,500**

with a record 1,340  
new people with  
spinal cord injury  
seeking our support



"SIA have always been a  
source of reassurance,  
advice and support with  
all my enquiries. Cannot  
recommend them enough."

*Relative/friend of person with  
spinal cord injury*

More than

**1,400**

enquiries to our  
support line



"The NHS are too busy and  
waiting times for non-urgent  
care are too long to be effective.  
The service provided by the  
SIA has been essential to me."

*Person with spinal cord injury*

**Around 120**

community group sessions

run for people with spinal  
cord injury in their own  
communities by  
our support  
network team



More than

**1,600**

support sessions  
delivered to meet the  
practical and emotional  
needs of people with  
spinal cord injury



Nearly

**100** people with  
spinal cord injury

supported  
through our  
counselling  
service



**Over 97,700**

engagements on our social  
media channels with **more  
than 3,660 new followers**



"Brilliant website and so  
useful to be able to seek advice  
from professionals relating to  
such a specialist subject."

*Healthcare professional*

Almost  
**750** healthcare  
professionals

received training  
and education  
from our clinical  
specialist team



"You give me strength and  
help me believe in myself.  
So very grateful to have  
access to all SIA services.  
Everyone is amazing."

*Person with spinal cord injury*

 **Over 110**

emergency care plans (ECPs)  
created giving people with spinal  
cord injury greater confidence their  
unique medical needs would be met  
if they were admitted to hospital

More than  
**127,000**



**Almost 600**

responses to our  
sector-leading  
'What Matters?'  
survey



"Essential practical, medical and  
emotional support for the injured  
person and family. You really  
changed the outcomes for the  
better. Thank you all so much."

*Person with spinal cord injury*

"I now have the confidence to improve  
my routine and know I can get back  
in touch if I need more help. I really  
didn't know who to speak to about  
my difficulties, so I just put up with  
everything. You have made such a  
massive difference to me."

*Person with spinal cord injury*

**Over 750**

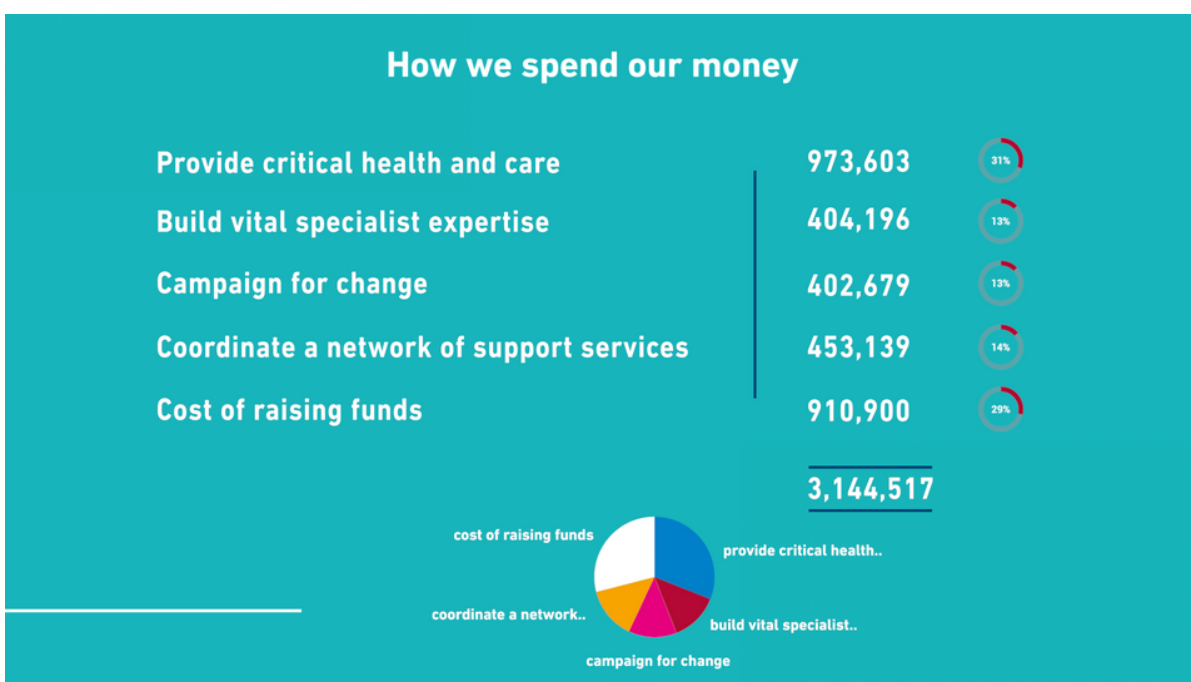
referrals to our  
spinal cord injury  
clinical specialist  
service



BBC Breakfast News,  
Channel 5 News, the  
Daily Express and Daily  
Telegraph – **just some of  
the places our stories  
appeared over the year**

# What we do with our money

We are enormously grateful to everyone who supports us throughout the year. Here is what we do with our money:



From 2022/23 financial year

# Role requirements

SIA's vision is a fulfilled life for everyone affected by spinal cord injury with the aim to double the number of members accessing our network of services – this role connects individuals and groups with our work, developing long-lasting relationships so that supporters are financially, actively, and emotionally engaged with SIA.

In this role you will play a vital administrative role supporting the Investments and Partnerships team and in particular the donor development and special events coordinators. The Investments and Partnerships Team delivers the charity's fundraising activities, securing voluntary income to fund services for spinal cord injured people. This role will help SIA ensure that donations are processed accurately and quickly as well as support the events teams to look after fundraisers. The fundraising assistant will also support administrative tasks associated with delivering special events. This is an entry level role into fundraising and is a great opportunity to learn how various departments operate within a charity fundraising team.

Key responsibilities will include:

## Trusts and donor development support

- Processing donations received via post, online, over the telephone and through third parties such as JustGiving.
- Thanking donors and supporters, ensuring donations are acknowledged in a timely and appropriate manner.
- Responding to general fundraising queries received by email or phone and connecting to relevant team members as appropriate.
- Maintaining donor records on SIA's CRM system, Dynamics 365, (training will be given).
- Contributing to the cultivation of donors by acknowledging support and sending appropriate and timely updates via post and email.
- Assist on key projects such as Christmas Cards with support from the donor development coordinator. In celebration, in memory giving, and other similar streams.

# Key responsibilities continued

## Event support

- Providing administrative support for events including such tasks as, collating attendee details, processing invoices, coordinating auction prizes, arranging accommodation, travel, and refreshments.
- Recording and reporting event information on CRM system, including income.
- Thanking fundraisers for support, including creating and sending certificates of achievement.
- Contributing to production of fundraising materials to support fundraisers - for example posters of sponsorship forms.
- Assisting in setting up online fundraising webpages - for example JustGiving.
- Responding to new enquiries from fundraisers and linking them to the relevant team member or sending fundraising information out as needed.
- Assisting with recording registrations for, and income raised from, community, challenge and special fundraising events.
- Sending information and merchandise to challenge and community fundraisers and groups as appropriate.

## Reporting and teamwork

- Engage in regular supervision and performance reviews with the donor development coordinator.
- Work with the trusts and donor development team to plan, prioritise and implement tasks and duties.
- Work with the events team to plan, prioritise and implement tasks and duties.
- Undertake relevant statutory and personal development training as necessary.
- Attend and contribute to internal meetings as required.
- Take a collaborative approach and share information with colleagues within the investments and partnerships team to ensure accurate and coordinated interactions with SIA supporters.
- Administrate and organise own work to ensure that it is accurate and meets agreed deadlines and reporting requirements.
- Always serve as a role model, personally embodying SIA's mission and values whilst helping to ensure that its code of conduct, policies and standards are understood and adhered to in practice.
- Undertake any other tasks, duties or projects that may arise from time to time within the Investment and Partnerships team, which are commensurate with the general level of this post as directed by the donor development coordinator.

# Person specification

Knowledge and Experience	Essential	Desirable
Track record of personally achieving defined goals (financial and/or non-financial) and meeting deadlines.	X	
Experience of managing and prioritising a varied workload.	X	
Experience in a charity fundraising role, either paid or voluntary.		X
Demonstrable experience of cultivating and stewarding donor relationships.		X
Experience recording and reporting on financial information.		X
Experience building strong relationships, with colleagues and/or suppliers.		X
Knowledge and understanding of the charity sector.		X
Professional Skills		
Excellent communication skills, verbal and written skills, a strong command of English language and grammar.	X	
Strong numerical skills.	X	
High standard of accuracy and attention to detail.	X	
Excellent team working skills with proven ability to build strong relationships with colleagues.	X	
Excellent planning, organisational and time management skills.	X	
Ability to prioritise and work both reactively and proactively.	X	
Ability to use Microsoft applications and CRM systems.		X
Knowledge of web-based software and social media management.		X



# Person specification (continued)

General	Essential	Desirable
Evidence of good educational background	X	
Professional, positive, and collaborative attitude with a high degree of integrity, tact, and diplomacy.	X	
Commitment to the importance of this role and to SIA's core values.	X	
Commitment to equal opportunities and valuing equality, diversity, and inclusion.	X	
Understanding of and empathy with the delivery of services for spinal cord injured people.		X
Knowledge of the UK voluntary sector, preferably disability charities.		X

# Salary, hours and benefits

- Salary: £23,100 per annum
- Contract: 12 month fixed term contract (maternity cover)
- Hours: 35 hours per week, Monday – Friday. We offer hybrid working with the expectation of three days per week in the office.
- Annual leave: 28 days per holiday year plus bank holidays, of which up to 3 days will normally need to be taken between Christmas and New Year's Day
- Access to Group pension scheme (6% employer contribution)
- Access to Group life assurance scheme
- Access to Healthcare cash plan
- Access to Employee assistance programme (EAP)
- Employee volunteer days
- Discounted gym membership at many top gyms across the country
- Free car parking at SIA House
- £500 personal training & development budget for all staff and ongoing support for CPD & professional qualifications where applicable.

## Application process

At SIA, we value diversity. We are committed to providing an inclusive and supportive environment as we believe diversity fosters a more innovative, creative, and caring culture. We are striving to create a culture that fully represents all the communities we serve. We are an equal opportunity employer, and all applicants will be considered for employment regardless of race, age, ethnicity, religion, sexual orientation, gender, gender identity, family or parental status, or disability status. Disabled candidates who meet the standard job criteria will be offered a guaranteed interview.

For more information about the role please contact: Matt Cove, donor development coordinator, [m.cove@spinal.co.uk](mailto:m.cove@spinal.co.uk).

In order to apply, please [click here](#). You will need to upload:

- Your CV.
- A cover letter outlining how your skills and experience match the job specification.

**CVs without a cover letter will not be accepted.**

Closing Date: Tuesday 2nd April 12pm

Interviews: Tuesday 9th April 2024 at SIA House, Milton Keynes or online via Microsoft Teams.