



MND Scotland
Fundraising Assistant
Job Pack





MND Scotland – About Us

About MND Scotland

MND Scotland is the only charity in Scotland dedicated to supporting people with MND, their families, and friends.

Since being founded over forty years ago, MND Scotland has provided practical, financial, and emotional support to anyone affected by MND whilst also funding essential research into finding effective treatments and a cure.

MND Scotland is funded entirely by donations and grants. The charity's patron is Her Royal Highness, the Princess Royal.

For more information, visit mndscotland.org.uk.



Fundraising Assistant

Hours:	Full time (35 hours per week)
Salary:	£24,598.09 gross per annum
Contract:	Permanent
Location:	Glasgow office based with flexible working options
Directorate:	Stakeholder Engagement and Fundraising
Reports To:	Fundraising Lead
Direct Reports:	N/A

Role Purpose

The Fundraising Assistant role is integral to delivering our ambitious fundraising strategy.

You will join a busy fundraising team, providing the organisation and administrative support that underpins the high standards of supporter care and experience we offer. You will manage supporter enquiries with an engaged and positive approach and support the delivery of fundraising events and activities. You will help maintain the CRM database, creating processes to support efficiency, and coordinate support materials and merchandise. You will work closely with colleagues to develop streamlined processes for all donations received from MND Scotland supporters.

As a first point of contact for MND Scotland, you will be a confident communicator with a passion for engaging with supporters and bring excellent organisational skills.

Key Responsibilities and Accountabilities

Supporter Care

- Be the first point of contact for fundraising enquiries, ensuring everyone receives an engaged, timely, and personal response
- Manage all fundraising enquiries with a supporter led approach, allocating to the appropriate team member as required
- Work with colleagues in communications to gather fundraising stories from supporters, ensuring all relevant permissions and procedures are followed
- Build appropriate, ongoing relationships with supporters to maximise the relationship, exercising judgement, discretion, and appropriate boundaries
- Work with the Fundraising team to ensure all donations are thanked by fundraising colleagues within agreed timescales

- Work with the Fundraising Team to ensure supporter journeys are followed and appropriately flagged to colleagues as necessary
- Attend fundraising events and activities, as appropriate – evening and weekend work will be required

Organisation and Administration

- Provide organisational and administrative support to deliver first-class fundraising events and activities
- Process fundraising administration across all income streams, including community and events, individual giving, corporate, legacies, grants and trusts
- Manage the processing of all donations, ensuring receipt, banking, data capture, and fulfillment of conditions relating to donations
- Input, maintain, and extract accurate information from the CRM database
- Work with colleagues in Finance to maintain accurate financial records of donations
- Process invoices, building effective relationships with suppliers as appropriate
- Work with colleagues in Communications to maintain stock levels of fundraising materials
- Work across the organisation to source, order, and fulfil merchandise requirements
- Provide other administrative and logistical support to the team as required

Essential Skills and Experience

- Excellent verbal and written communication skills, with the ability to communicate with a range of people across different channels
- Experience of building positive relationships with a range of audiences
- Highly organised, with excellent attention to detail, including demonstrable experience of the ability to work on own initiative and manage and prioritise workload
- Excellent administrative skills and knowledge of effective administrative procedures
- Experience of working in a fundraising setting or a customer focused environment
- Excellent IT skills across Microsoft Office
- Knowledge of CRM databases
- Strong numeracy skills

Desirable Skills and Experience

- Experience in money handling and financial procedures
- Experience or interest in communications, in relation to fundraising

Essential Competencies

- An understanding of, and commitment to, the cause and vision of MND Scotland
- An understanding of, and commitment to, fundraising principles and the Code of Fundraising Practice

- An understanding of, and commitment to, delivering first-class supporter experiences
- Ability to manage a busy workload, demonstrating flexibility, initiative, and a problem-solving approach
- Ability to build and maintain positive relationships across a range of stakeholders
- Ability to empathise with and support people affected by MND, whilst establishing and maintaining appropriate professional boundaries

Personal Attributes

If you are motivated to deliver impactful fundraising activity and excellent supporter experiences, bring a highly organised and proactive approach, and believe in our vision of a world without motor neuron disease (MND), we would love to hear from you.

Additional Relevant Criteria

- This is a hybrid role between home and MND Scotland's Glasgow office
- Travel across Scotland may be required
- A driver's licence and access to a car is desirable for this role.

This job description is current at the date of issue. As and when the work of MND Scotland develops or changes so the areas of responsibility may be subject to change, and the job description reviewed. Such changes would in the first instance be made in consultation with the post holder.

MND Scotland Benefits, Rewards and Employee Recognition

The information below provides a brief statement of the benefits, rewards, and employee recognition schemes available. Please check your contract of employment, company policies and individual rules for eligibility and terms and conditions.

MND Scotland reserves the right to withdraw, amend the scheme and change providers as appropriate.

Employee Support and Wellbeing	Pension Scheme	Eligible employees are automatically enrolled in MND Scotland's Group Stakeholder Pension Plan operated by TPT Pensions within one full month from their start date. Currently MND Scotland contributes 7.5% of gross basic salary and employees are required to make a minimum gross contribution of 3% of gross basic salary.
	Life Insurance	3 x base salary cover. This is a day one benefit for all employees.
	Health Cash Plan	Level one of cover with Simply Health provided for employees. Dependent children may be added at no extra charge. Option to increase level of cover and extend to spouse/partner. Reimbursement of expenses up to annual limits for dental; optical; tests; specialist consultations; complimentary therapies. This is a day one benefit for all employees and is a taxable benefit.
	Salary Sacrifice	Salary Sacrifice will be available as an opt-in method to the way your contributions are deducted from your salary.
	Leave Entitlement	35* days leave per year, plus one additional day awarded for each year of continuous service up to a maximum of 5 days. *Includes four public holidays over the winter holidays. Plus, an additional 3.5 days to support staff wellbeing
	Able Futures	A self-referral service which offers employees the opportunity to access mental health

		specialists that can help you cope with any difficulties that are affecting your focus and time at work. This is a day one benefit for all employees.
	Enhanced association sick pay	Company paid sickness absence in accordance with the sickness absence policy and contract of employment. This is a day one benefit for all employees.
	Birthday Off	Additional days leave for employees to have the day off to celebrate their birthday. This is a day one benefit for all employees.

Employee voice and opportunities	Staff Surveys	Have your say our anonymous staff surveys.
	Staff Training	Opportunities to gain skills and receive formal training, participate in working groups (such as CRM, Staff Engagement) and undertake CPD.

Organisational Commitments	Disability Confident Employer – Level 2.
	Accredited Living Wage Employer.
	Accredited Living Hours Employer.
	Accredited Menopause Friendly Employer.
	Equal Opportunities Employer.
	Supporter and provider of disposable menstrual and menopause products.
	Our Pledge to Mental Health.
	On site Mental Health First Aiders.
	Our commitment to continually review our benefits and wellbeing initiatives.

