

Cumbria Community Foundation Job Description

Title: Executive Assistant – Development (EA-D)

Employer: Cumbria Community Foundation

Reporting to: The Chief Executive

Responsible for: NA

Terms: £20-22K for 37.5 hours/week

About the Community Foundation and Role

The Community Foundation provides high quality philanthropic services (grant making) to a wide range of public, corporate and individual donors. It has built its long term funds to over £12.5m and distributes in excess of £2.1m pa to local community groups and individuals. After a review of the Foundation's development activities new ambitious targets have been set to significantly increase long term funds. This post has been created to support this work.

Overall Job Purpose

This role underpins the work of the Development team, undertaking research, managing data, providing information and providing practical support to staff and trustees. They will work with and support the Chief Executive and Business Development Manager plus a core group of trustees.

The Executive Assistant (Development) will become fully familiar with the people and organisations that the Foundation is building relationships with and contribute to the planning and coordination of Development activities.

Information Systems and Research

- Manage the Customer Relationship Management (CRM) aspects of the D2 (Salesforce) database, working with colleagues to ensure it provides timely and accurate information in support of Development.
- Ensure CCF is fully compliant with Data Protection legislation.
- Research potential donors and produce briefing papers as required.
- Research and analyse donor's interests and giving trends and generate information to inform Development activities.
- Analyse development performance and income streams providing information to inform the Development Plan.
- Develop the CRM database so that it can track all of our donors; i.e. fund holders, Winter Warmth, and event participants (e.g. Big Sleep and Rivers Ride).
- Work with the Marketing intern to collect and collate relevant community information from grant case studies, local and national media and relevant reports.

Events

- Manage and support the delivery of CCF development related events, such as the Annual General Meeting and dinner and fund holder receptions.

Project Support

- Support lead trustees on promoting the identification and transfer of small and dormant trusts.
- Provide key information on donor giving for the Winter Warmth Appeal and ensure the Foundation has up to date information on issues relating to fuel poverty etc.

Direct Support Responsibilities

Administrative support to the Chief Executive (CE) Business Development Manager (BDM) and trustees including:

- Preparation of papers and minute taking for Development Committee meetings.
- Maintain as appropriate trustee 'action plans'.
- Drafting letters, arranging meetings and diary management for the Chief Executive and Business Development Manager.
- Preparation of presentations and written material in support of bids and proposals to potential donors.
- Ensure that key promotional material is accurate and up to date.
- Input to donation acknowledgement and feedback.

General Duties

- Develop and maintain effective communications with other members of staff and trustees.
- Keep abreast of developments across the charity sector by liaising with senior staff in other charities. Where appropriate, attend external seminars and workshops on behalf of the Foundation.
- To work closely with the Administrators to provide cover and support during leave/absence or particularly busy periods

Values

Support the team values of the Foundation.

Continuous Personal Development

Work with the chief Executive to identify areas for further training and development, undertaking relevant courses and qualifications as required.

Health and Safety

The post holder is required to carry out the duties in accordance with the Foundation's Health and Safety policies and procedures.

Diversity

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.

Quality

To support the Foundation in striving to create a culture with total commitment to quality.

Person Specification

Skills & Abilities	
Essential	Desirable
<ul style="list-style-type: none">• Experience of intelligence gathering, researching, and analysing written and numerical information• Ability to interrogate databases and produce high quality and informative reports.• Advanced computer skills, to include Word, Access, Excel and Customer Relations databases• Ability to draft professional documents• Understanding of the importance of customer service and teamwork in promoting the good image of the organisation• Ability to work under own initiative to broadly agreed guidelines• Excellent communication skills and the ability to work across all levels of the organisation• Excellent organisational and time management skills, to manage a heavy workload and deal with competing priorities• Flexible and adaptable approach to working hours and job tasks	<ul style="list-style-type: none">• Experience in developing and managing commercial CRM databases.• Experience of managing events
Education	
Essential	Desirable
<ul style="list-style-type: none">• 5 GCSE passes or equivalent• Recognised IT /CRM qualification	First degree or higher degree in appropriate subject
Experience	
Essential	Desirable
<ul style="list-style-type: none">• High level administrative, personal assistant and customer relationship skills	<ul style="list-style-type: none">• Experience of working in a highly politicised environment and able to work with a wide range of partners with differing priorities.• Experience of research• Experience of working with confidential material.• Experience of working in a high end sales environment.

Personal Attributes	
Essential	Desirable
<ul style="list-style-type: none"> • A desire to understand the Foundation, its mission and values • Hard working and confident with excellent attention to detail • Ability to cope with the challenges of this role • Capable, flexible, motivated and an experienced team member and team player • Enthusiastic and approachable and quick learner with an openness to new ideas • Resilient, calm and professional under pressure • Tactful, diplomatic and assertive when dealing with challenging situations. 	<p>A good sense of humour</p>