

Operational / External Title: Public Fundraising Team Assistant

Role Title:	Public Fundraising Team Assistant
Date of JD Review:	July 2025
Department:	Funding
Team:	Public Fundraising
Tenure:	Part time & Permanent
Band & Range:	Band A
Location:	London or Chard & Hybrid
Reports to:	Deputy Director – Public Fundraising
DBS check required:	No [DBS Roles]
Role requires travel:	No
Budget Holder	No
Direct Reports:	No
Indirect Reports:	No
Dotted line reports:	No
Does This role require Travel:	No

Internal Key Contacts:

The 4 Public Fundraising teams which are: Supporter Acquisition, Supporter Retention, Legacies & In Memory Fundraising and Events and Community Fundraising.

Along with other teams such as Philanthropy & Partnerships, Data & Analysis, Digital, Campaigns, and Supporter Operations as well as the Deputy Director – Public Fundraising (line manager) and Director of Funding. Data Protection and internal teams.

External Key Contacts:

External agencies, suppliers and partners as appropriate

Purpose Of the Role:

This role supports the Deputy Director – Public Fundraising and the wider Public Fundraising team with administrative support. Including, although not limited to, support with events, marketing, financial processes, reporting and administration.

You will be an important component in the overall running of the Public Fundraising team; as a flexible communicator your organised and creative approach will deliver effective solutions to streamline processes and add value to the day-to-day running of the Public Fundraising programme.

Main Accountabilities:

Assistance to the Deputy Director

- Be proactive in forward planning and prioritisation of key tasks and meetings.
- Provide budget management support, including processing invoices, credit card reconciliation and expenses, ensuring accurate record keeping and liaising with finance on queries where necessary.
- Prepare for key meetings, including preparation of relevant paperwork, booking rooms, organising catering where appropriate and ensuring technology is set up correctly.
- Provide administrative support to Deputy Director in meetings as required – including collating, formatting and circulating core organisational and team documents and minute taking.
- Assist in any cross organisational projects that the Deputy Director is a part of.

Administration support

- Provide support to the Public Fundraising team where required, including regular updating and reporting of fundraising campaigns and day-to-day operational support where required, as well as assisting with invoice reconciliation and financial transactions.
- Lead on arrangements for departmental meetings such as team days – booking venues, catering, managing logistics, support in agenda planning and delivery on the day.
- Pull together information for key regular meetings, for example using PowerPoint for monthly team meetings.
- Act as a first point of contact for agencies and other external contacts/ visitors to the office, ensuring they are welcomed.
- Ensure that meetings across the department are serviced well – including Teams or other platforms as appropriate.
- Assist staff who are travelling with logistics such as travel quotes and/or bookings, expenses and visa applications where required.
- Ensure team processes are accurately documented, streamlined and delivered appropriately.

- To support the planning and implementation of events or fundraising campaigns where required, including developing materials, sourcing pricing quotes, ordering merchandise, booking venues, planning logistics and setting up on the day.
- Assist in monitoring and reporting on fundraising campaigns, including tasks such as mystery shopping and call listening to ensure we are not only adhering to sector regulations, but also uphold our high standards of quality and compliance.
- Support teams with story write-ups and transcribing audio files to ensure the quick post-production of content following a content-gathering trip where required.
- Provide administrative support for the procurement and contracts of third-party suppliers and external personnel.
- Undertake any other work as could be expected of a Public Fundraising Team Assistant.

Team Working

- Assist with fundraising projects as required by the Heads of team within the department.
- Play an active role within the Public Fundraising team. Attend regular team meetings and represent the team working collaboratively in cross-team working groups.
- Provide support cover within the wider team and provide holiday/sick/overflow support across the department.
- Engage with and demonstrate commitment to AAUK's mission, vision, values and strategic aims, ensuring alignment with wider team's vision, plans and objectives.
- Effectively represent the team and actively contribute at internal meetings and external events.
- Understand and adhere to AAUK's policies and practice.
- Proactively engage with the performance management system and take responsibility for seeking appropriate development opportunities including attending relevant organisational and external training courses.

EXPERIENCE, KNOWLEDGE & EXPERTISE

Essential Criteria:

- Commitment to AA's vision, [mission](#) and values, including a commitment to [feminist principles](#), safeguarding, and working in an organisation committed to working for the rights of women and girls.
- Commitment to AA's values of Equality, Diversity & Inclusion and upholding the values of becoming an anti-racist decolonised INGO.
- ActionAid UK is committed to preventing any form of sexual harassment, exploitation, and abuse (including child abuse and adult at-risk abuse) and responding robustly when these harms take place. We expect all ActionAid UK Staff and ActionAid UK Associated Personnel to share this commitment.

- Commitment to continually improving your digital skills and knowledge within the working environment.
- Experience of working in teams and independently
- Good personal, written and numeracy communications skills
- Good organisational and project management skills
- Ability to organise effective schedules, co-ordinating multiple external and internal resources
- Experience of coordinating and liaising across teams, able to build relationships with a variety of people at different levels
- Experience and expertise in using outlook calendar & email and MS packages including Excel & Word
- Commitment to continually improving your digital skills and knowledge within the working environment.
- Ability to use initiative to improve systems and processes (e.g logging and tracking receipts and invoices) and implementing these successfully

Desirable Criteria:

Experience of:

- Living and working in the “Global South”, especially regions where we are funding programmes & projects
- Fundraising in an international development charity
- Supporting, planning and implementing events
- Working with marketing and/or database teams
- Working in marketing or fundraising, ideally for a not-for-profit organisation
- Working in an office environment within an administrative function
- Diary management, coordinating meetings and making travel arrangements

It is expected that everyone at ActionAid UK will work to support and strengthen our desired culture of being bold, connected, diverse, optimistic, open and respectful through the way they approach and deliver their work by:

- Being accountable and responsible – your individual way of working
- Being innovative and collaborative – how you get things done
- Being empowering and trusting – how you build and sustain relationships.