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**Job description**

Job title: Communications and Fundraising Assistant

Location: CHAS Bristol, Easton Business Centre, Felix Road, Bristol BS5 0HE

Accountable to: Director

Hours and leave: 21 hours a week (FT 35 hours)

Benefits: 25 days holiday + Bank Holidays (pro rata), Access to Employer pension, cycle to Work scheme, Employee Assistance Programme

Salary: £20,092 (Pro rata)

Contract: Fixed Term 12 months; potential to extend/renew, subject to funding

**About CHAS:** we provide specialist housing advice, practical support and advocacy for people in housing crisis; particularly those at risk of homelessness. We help clients achieve lasting solutions - a safe, permanent home appropriate for their needs. Our clients are predominantly low-income families, primarily living in the inner city where we are based.

**Role Summary**: To support CHAS’s communications and fundraising processes.

**Context:** This is a key position with CHAS, established in 2020, as part of CHAS’ growth, in response to growing need and part funded by the National Lottery Community Fund. It offers the postholder the opportunity to help shape new processes, whilst growing their skills and experience under the mentorship of experienced fundraisers and marketing/communications professionals.

**Personal context:** This is a junior role, which comes with on the job training. It would suit a flexible person, with a strong interest in writing and communications, a strong commitment to the voluntary sector and a desire to make a real difference, as part of a small staff team.

**RESPONSIBILITIES**

**Communications**

Reporting to the Director of CHAS, the post holder will be responsible for:

* Creating and maintaining a marketing & communications program for the charity, identifying and utilising the most effective channels to engage with our clients, funders and other stakeholders
* Strengthening and refresh our external image and brand
* Co-ordinating the development of communication assets, including the Annual Impact Report
* Maintaining content on, and helping to improve our website and digital infrastructure
* Helping to run digital campaigns and designing accessible and easy to digest information resources so that our expert housing advice is shared faster with our community
* Drafting and posting regular social media posts
* Engaging with media to increase our profile
* Developing and maintaining case studies, images, graphics and client stories

**Fundraising**

Working primarily with the external fundraising consultant and the Project Co-ordinator the post holder will be responsible for:

* Maintaining communications resources for fundraising: cases for support, crib sheets, template reports and supporting information;
* Preparing and co-ordinating appeals and preparing funding applications and reports to small Trusts and other donors with coaching support from the consultant;
* Maintaining the donations and reporting table to ensure effective stewardship of CHAS donors;
* Supporting the administration of donations and prompt thanking of donors;
* Supporting improvement of how we store and use data to comply with legislation;
* Attending fundraising coaching and training sessions, primarily in the first six months of the role.

**PERSON SPECIFICATION**

**Essential:**

* Excellent verbal / written English communication skills, with an eye for detail and accuracy;
* A team player, able to facilitate others; who can take instruction and is comfortable with receiving ‘critical friend’ constructive feedback;
* An ‘enabler’, creative, a problem solver, able to use initiative to independently find solutions;
* Highly IT/digital literate, with a good knowledge of Office software;
* Organised, systematic and reliable, with a professional attitude to work;
* Ability to prioritise / manage diverse workload with competing deadlines / enquiries;
* Clear-thinking; pragmatic; solution-oriented and calm; and,
* A belief in the work we do and the change we are trying to make.

**Desirable:**

* Experience of a similar role (in any sector or setting);
* An understanding of social media strategies and media relations;
* Proven ability to set up and manage effective fundraising systems;
* Proven ability to quickly learn new digital systems (e.g. Wordpress, Mailchimp);
* Familiarity with using social media (ideally in a professional role);
* Experience of dealing with enquiries from a range of people; and,
* Involvement in event / project organisation and management.