



Fundraising Assistant overview

To provide fundraising and administrative support to Include.org.

This role has the potential for you to learn and develop a variety of fundraising skills and in-depth knowledge of fundraising activity and stewardship. The role will focus on improving the charity's engagement with its supporters.

About Include

Include.org is a charity making the world more welcoming for people with understanding or speaking difficulties. We run inclusive activities and teach communication skills to communities, health and care services and businesses.



We believe creativity, laughter, music and (occasionally) cake are great ways to increase awareness of communication needs and the tools we can all use to help include people who find understanding and / or speaking difficult.

At the heart of Include.org is The Include Choir, an inclusive choir for adults with and without understanding and speaking difficulties. We use and teach Makaton signing and other inclusive communication skills, to empower people with communication needs and skill up communication partners to be more inclusive.



Our Values

Whenever you are with Include.org, you can expect staff, volunteers and members to be:

Kind Empowering Fun Inclusive Respectful

and all services to be based on speech and language therapy best practice and the principles of co-production.



Our Volunteers

Include.org would not exist without the passion, skills and hard work of its volunteers. Four times winners of the Reigate and Banstead Volunteer of the Year Award, and the whole team recognised with the prestigious Queens Award for Voluntary Service - our volunteers are a precious resource.



Fundraising Assistant Responsibilities

- Provide excellent support and stewardship to our supporters; challenge event participants, individual givers, community supporters, corporate supporters and volunteers.
- To develop an in-depth knowledge and understanding of our fundraising activity and look out for new opportunities.
- Help to actively promote participation in our fundraising events and campaigns to supporters.
- Support the promotion of fundraising activity through our digital and social media channels.
- Help us get to know our donors and supporters better – be involved in research, logging findings and making recommendations.
- Help Include to build and maintain rewarding relationships with existing and new supporters - without creating dependency on one person.
- To be a first point of contact for fundraising and event enquiries – including people who need support to set up a fundraising / donation page and maintain the processes behind registration and online giving platforms.
- To record and send fundraising information, materials and support to community and challenge event participants raising money for us, including sending out welcome packs and t-shirts.
- Ensure thank you letters/certificates and emails are tailored and sent in an appropriate and timely manner.
- Help keep track of our fundraising merchandise stock and reorder when necessary.
- Continuously aim to improve the efficiency of administration processes necessary for the smooth running of fundraising.
- General fundraising/administration duties, as and when required, to ensure smooth running of charity business.

Expenses

The Charity will ensure that volunteers are not out of pocket and are not deterred from volunteering because of any costs involved.

Hours

Flexible – day, evening or weekend.

Events will always be planned ahead of time allowing for a flexible but organised working timetable to be created.

This role will require at least 5 hours per week, and ideally a 6-month commitment.

Ideally to be available for most of the day on 21st September 2025 to help Include at the Run Reigate fundraising event.

Training

You will receive any necessary training, including safeguarding and data protection, inclusive communication and the Mental Capacity Act, in line with the vision and aims of the charity. Free training in Makaton, Photosymbols, Talking Mats and other Inclusive Communication techniques is also available, tailored to your level of need (e.g. refresher/beginner).

Person Specification – Fundraising Assistant

A Fundraising Assistant must have the following:

Qualifications & Experience

- Good level of education including English and Maths (essential)
- Experience of communicating with a wide range of individuals and organisations and across a variety of channels or media (essential)
- Experience of working in a charity or fundraising environment (desirable)
- Experience of building supporter/customer relationships (desirable)

Knowledge & Skills

- Good IT skills (essential)
- Good verbal and written communication skills (essential)
- Ability to work independently and as part of a team (essential)
- Ability to prioritise work and to respond to supporters in a timely manner (essential)
- An understanding of social media channels (desirable)

- Basic understanding of fundraising regulations, data protection and best practice in capturing and recording data (desirable)
- An understanding of inflammatory breast cancer and living with a long-term medical condition (desirable)
- An empathy with the charity's mission (desirable)

To apply:

Please email: Louise.Walmsley@include.org for more information – or call 07349 983707 for an informal chat.

Find our socials here:



@include.org



@includetweets



@includetube



@include_org



@include-org



www.include.org