



JOB DESCRIPTION

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| Job Title: | Digital Communications & Fundraising Assistant |
| Location: | Hybrid: Work from home with occasional travel across Surrey and meetings in the Clockhouse Community Centre, Milford |
| Salary: | FTE: £24,000 |
| Working Hours: | 14 hours/week – flexible by arrangement |
| Reporting to: | Head of Income, Marketing and Partnerships |

About the Role

We are looking for an enthusiastic and proactive Digital Communications & Fundraising Assistant to join our friendly and dedicated team. This is a fantastic opportunity for someone passionate about digital storytelling, community engagement, and making a tangible difference to older people in Surrey through our charitable work.

This varied role will see you creating engaging digital content, supporting donor communications, and ensuring smooth delivery of key fundraising activities and events. You'll play a key part in helping us connect with our supporters, share our mission, and grow our impact.

Main Responsibilities

Social Media and Content Creation

- Assist in creating and scheduling engaging content for the charity's social media platforms (Instagram, Facebook, X/Twitter, LinkedIn, etc.)
- Help plan and produce videos and reels, including filming at charity shops, events, and service locations across Surrey
- Help monitor direct messages and comments on digital platforms, ensuring timely and appropriate responses

Fundraising and Donor Support

- Administer the donor thank-you programme, ensuring timely acknowledgements
- Administer the Salesforce CRM database, uploading donation information and liaising with the finance team for reconciliation
- Support donor stewardship initiatives and help build lasting relationships with supporters

General Administration and Events Support

- Provide administrative support to the fundraising and communications team as needed
- Contribute ideas and feedback to enhance the charity's digital and supporter engagement strategies

- Assist in delivering the annual Carol Service at Guildford Cathedral, including liaising with stakeholders, guests, and volunteers

Person Specification

Essential Skills & Experience:

- Excellent administrative skills, with a flair for digital storytelling
- Experience creating social media videos and reels using tools like Instagram, TikTok, or Canva
- Highly organised with excellent attention to detail
- Creative thinker with a proactive and innovative mindset
- Strong interpersonal skills and confidence engaging with the public
- Adaptable and self-motivated, able to manage tasks independently
- Excellent IT skills, particularly with Microsoft Office and digital content tools
- A reliable team player with a positive, can-do attitude

Desirable Skills:

- Experience using Salesforce or other CRM/donor databases
- Previous experience in a marketing, communications, or fundraising environment
- Photography and/or videography skills for content creation
- Working with older adults and an understanding of later life challenges and opportunities.

What We Offer

- A supportive and collaborative team environment
- Opportunities for learning and professional development
- Flexible working options where possible
- A role where your work directly contributes to meaningful social impact

Benefits include: 25 days per year annual leave (FTE), Employee Assistance Programme, Concessionary leave days at Christmas, and your Birthday. Blue Light discounts card and Pension contributions are paid after 3 months.