



Marketing and Administration Assistant

Organisation: Scottish Fundraising Standards Panel

Job Title: Marketing and Administration Assistant

Salary: £26k to £30k per annum depending on experience

Contract: Fixed term contract to 31st March 2021; 35 hours per week

Location: Working from home, but necessitating travel as required

Closing Date: 23rd October 2020

1st Interviews: w/c 2nd November 2020

2nd Interviews: w/c 9th November 2020

The Scottish Fundraising Standards Panel ('the Panel') was established to oversee enhanced self-regulation of fundraising in Scotland. The Panel's core functions are to promote compliance with the Code of Fundraising Practice and to adjudicate on fundraising complaints related to Scottish registered charities.

We are starting a new chapter in the Panel's journey and are looking to appoint a full time Marketing and Administration Assistant to support the Panel.

Main Purpose of Post

The Marketing and Administration Assistant shall undertake the day-to-day administrative and marketing duties to assist the Panel members in the work of the Panel and promotion of its activities.

Panel Administration

- Assist the Panel in dealing with all fundraising complaints. The post will involve the proactive engagement of the case management system for complaints.
- Manage the complaints received by email or telephone. Ensure all complaints are acknowledged in a timely manner and complainants are kept informed and up to date throughout the Panel complaints process.
- Assist the Panel members in managing the investigation of the complaints, within given timescales.
- Assist in organising and attend quarterly Board meetings, taking minutes and assisting the Panel Members in dealing with actions arising from meetings.
- Support the day to day functioning of the Panel, drafting Panel reports for sign off, organising the training of the Panel members and administering the outputs from the Panel meetings.
- Provide regular reports to the Panel and external bodies.
- Gather complaints evidence and review complaint data trends (including data from the Fundraising Regulator).
- Represent the Panel at meetings, seminars, conferences and other public events whilst networking on behalf of the Panel.
- Assist the Panel Treasurer in reporting on the Panel budgets and finances.

- Establish MOUs and information sharing agreements with relevant key stakeholders.
- Maintain up to date records for Panel register of interests.
- Other general administrative duties that may be required.

Marketing and Promotion

- Deliver all marketing activity such as creating content, planning and implementing print and digital marketing.
- Responsible for managing the Panel’s social media channels.
- Lead on maintaining our website using our CMS, ensuring content is up to date and appropriate.
- Support the Panel in ensuring effective communication with all key stakeholders including the Fundraising Regulator, OSCR, Institute of Fundraising, SCVO and Scottish Government.
- Active marketing and promotion of the Panel’s work to members of the public and organisations, which will involve the successful applicant leading on the delivery of our digital content strategy to continue to engage with and reach our key external and internal audiences.
- Source and create, in conjunction with Panel Members, accurate and engaging content that targets and responds to our key external and internal audiences (including donors and government agencies).

Person Specification

A self-starter who is resilient, persistent and driven. You will need to be a good communicator and be able to use your own initiative. You will enhance the representation of the Panel core offering by developing content and improving the governance and structure of our website.

Essential	<ul style="list-style-type: none"> • Administration and marketing experience. • Excellent communication skills via phone, email and face to face with people from a range of backgrounds and communities. • Ability to work both independently and in a small team. • Ability to prioritise and manage time. • Ability to work under pressure and to deadlines. • Good level of computer skills including email, Word, Excel. • Ability to maintain strict confidentiality. • Strong planning, organisational and prioritisation skills. • A creative, analytical and flexible approach to work.
Desirable	<ul style="list-style-type: none"> • An understanding or experience of the voluntary sector and charity fundraising in Scotland and the UK. • Experience of database management. • Experience of website management.
Circumstances	<ul style="list-style-type: none"> • Able to work outside office hours on occasions. • Occasional travel within the UK.

How to Apply

If you are interested in being considered for this role please complete our [application form](#), highlighting how you believe your skills and experience fulfil the role requirements, and return it to secretariat@goodfundraising.scot to arrive no later than **Friday 23rd October 2020**.

The Marketing and Administration Assistant role is hosted by the [Chartered Institute of Fundraising](#). The Chartered Institute's benefits package is available [here](#).

The Chartered Institute is an equal opportunities employer, fully committed to ensuring that the only criterion that governs matters of recruitment is merit alone. Please help us by completing the optional [Equality and Diversity Monitoring Form](#) and return in a separate email to secretariat@goodfundraising.scot.

Our Inclusion Statements

We embrace and champion equality, diversity and inclusion within the Chartered Institute itself, working towards being a case study of success within our own staff team and have an internal strategy to guide our actions and how we will track progress and measure success.

We also believe that Fundraisers should represent the communities they work in and the donors they work with. We want an **equal, diverse and inclusive profession**, and we're working to break down the barriers that exist in our sector that create unequal workplaces.

Our **Change Collective** campaign is all about professionals from across the fundraising sector working together to redefine its identity. Since forming in 2019, we've been working with Change Collective partners to shape their own organisations and shift the sector from the inside out. Last year we launched our [Manifesto for Change](#) to guide our work over the next 10 years. Use this link to find out more about the Change Collective and our work: <https://www.institute-of-fundraising.org.uk/championing-fundraising/equality-diversity-and-inclusion/>