



Volunteer Role Description

Role: Fundraising Support Assistant

Location: Fundraising Office, Pine Lodge

Hours: Flexible and can be shared between different volunteers but ideally 10 hours per week by arrangement

between Monday-Friday, 9:00-16:00

Length of commitment: Flexible

Volunteer Manager: Database Manager

Purpose of role

To support the Data team in producing thank you letters as well as assisting the Fundraising team with filing and adhoc admin activities

Main tasks

The role will involve;

- Producing thank you letters using Word mail merge facility
- Checking letters are correct using a check list as well as checking donations and other items
- Despatching letters and Gift Aid forms/receipts (where relevant)
- Assisting with the filing of Gift Aid and donation information
- Scanning in documents to attach to the database for archive purposes

Training and Support

Induction

The training will involve one-to-one training following written process instructions. The volunteer will be shown basic information on the database to allow them to produce multiple letters using the Word mail merge facility. They will always be supervised by a member of the Data Team and given guidance when required

In addition the following training and support will be given:

- Annual E-Learning Health and Safety training (mandatory)
- Annual E-Learning Information Governance training (mandatory)

Special conditions

- Over 18
- For this role we require a satisfactory Enhanced Disclosure and Barring Service check before starting and on a rolling 3 yearly basis
- The role is also subject to satisfactory references and a trial period

Knowledge, skills and abilities required

- Experienced in using Word and mail merge
- Good attention to detail
- Understand the need for accuracy

Thames Hospice, Windsor Road, Bray, SL6 2DN

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- Methodical and thorough
- Familiar with address and email format
- Proactive in highlighting discrepancies
- Understands the need for confidentiality
- Able to deal with communications of a sensitive nature

Thames Hospice Values

Compassion, Ambition, Respect, Excellence

Thames Hospice is committed to being an equal opportunities organisation; to promoting equal opportunities and preventing discrimination. Thames Hospice is also committed to safeguarding and promoting the welfare of all service users, volunteers and staff and expects all volunteers and staff to share this commitment.

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