

Job Description

Job Title:	Development Assistant
Department:	Development
Reports to:	Database and Membership Manager
Reporting Staff:	None
Salary:	£19,500

An exciting opportunity has arisen for a new Development Assistant to support the administration needs of Bletchley Park Trust's successful and fast-paced fundraising operations.

Main Purpose:

Building on the team's successful track record over recent years, the Development Assistant will work closely with the entire Development Team to support fundraising and membership activity here at Bletchley Park. Key elements of this role include supporting Bletchley Park Friends, our Codebreakers' Wall campaign, development team events, administration and data management.

Requirements:

The position requires the following skills, abilities and personal attributes:

1. Excellent inter-personal skills, approachable and a willingness to assist others.
2. Excellent written and verbal communication skills.
3. Highly numerate, organised, accurate and able to work at a fast-pace.
4. Effective time management of multiple responsibilities, whilst demonstrating a keen attention to detail.
5. Strong IT literacy, including use of cloud storage and Microsoft packages (including Excel and Word).
6. A professional approach, personal integrity, resilience and ability to exercise complete discretion.
7. Ability to learn new processes and to use digital platforms to innovate practice.

The following experience or knowledge is essential:

1. Demonstrable experience of highest standard of customer service.
2. A proven track record of using databases, ideally with experience of using a fundraising database if possible.
3. A keen interest in WW2 history.

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Key responsibilities:

1. Delivery of the Friends and Life Friends of Bletchley Park programme:
 - Update Friends' records, ensuring accurate data inputting on the database.
 - Confirm and welcome new Friends, taking payment and sending out welcome packs. This includes direct debit administration, where appropriate.
 - Be a first point of contact for Friends, coordinating all appropriate correspondence.
 - Deal with enquiries by post, on email (overseeing the Friends' email address and inbox) and on the phone.
 - Work with the Database and Membership Manager and communications team to coordinate the monthly Friends and Supporters' E-newsletter mailout, as well as any additional or special mailings or correspondence.
 - Work closely with the Database and Membership Manager and the communications and operations teams to deliver digital and in-person events.

2. Delivery of the Codebreakers' Wall Brick Campaign:
 - Update Bricks records, ensuring data is collected appropriately and inputted correctly onto the database.
 - Confirm and welcome new Brick sponsors.
 - Coordinate and send thank you letters, and all appropriate correspondence.
 - Deal with enquiries by post, on email and on the phone.
 - Work with the Database and Membership Manager, Development Officer and the Communications Team to support social media campaigns.
 - Work with the Database and Membership Manager and the Head of Site Works to organise the installation of Bricks on the wall.
 - Support the Database and Membership Manager on all reporting on campaigns.
 - General campaign online filing.
 - Innovation of new digital initiatives to increase sales and complete campaign.

3. Administration, database use and compliance
 - Support the Database and Membership Manager on database administration, ensuring use of correct data processes across the Development Team.
 - Become a "super user" on the database and support the rolling out of training across the team.
 - Develop and implement the Trust's database handbook.
 - Support the Director of Development and the Database and Membership Manager on the data cleansing schedule. This includes adhering to best practice and keeping updated on data regulation and legislation, such as GDPR.
 - Support the wider team to ensure hardcopy and online filing is up to date, including adherence to data retention rules as per the company's privacy policy.
 - Keep up to date on relevant legislation and fundraising rules and regulation, such as the Code of Fundraising Practice.

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4. Wider Development Team support:
- Help deliver development events, including administration and operations.
 - Attend company meetings, as appropriate.
 - Any other duties as needed, as appropriate.

Conditions: Permanent full-time position, 37 ½ hours per week (Monday to Friday).
Some out-of-hours and weekend working may be required, and these will be recompensed by time in lieu.
Company Pension available. BUPA Healthcare cashplan.
Holiday 33 days PA, including statutory holidays. Based at Bletchley Park, Milton Keynes. 1 month notice either way.

General: The Trust operates a policy of compliance with the law on grounds of non-discrimination on the basis of race, colour, sex, age, nationality or disabilities. No smoking is permitted in any offices or buildings.

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