

JOB DESCRIPTION



Challenge Events Fundraising Assistant

1. JOB DETAILS

Job Title:	Challenge Events Fundraising Assistant
Department:	Fundraising
Location:	Head Office
Band:	4
Status:	Permanent
Hours:	37.5 per week
Reporting to:	Senior Challenge Events Officer
Line managing:	N/A

2. PURPOSE OF ROLE

You will play a key role in supporting the success of our challenge events fundraising programme by coordinating the day-to-day activities of the challenges team. Acting as the first point of contact for our many challenge event supporters, you will provide friendly and efficient support, ensuring every interaction is a positive one. Your responsibilities will include responding to enquiries, managing our DIY fundraising programme, acknowledging donations, and assisting with administrative tasks across the team. Whether by phone, email, or in person on event days, you will help deliver an exceptional experience to everyone taking part.

3. KEY RESPONSIBILITIES

Administrative Support

- To be the first point of contact for challenge event supporters – ensuring that they receive responses within agreed timeframes, and always in a warm, friendly, and supportive manner.
- To work with the team to ensure systems and processes run efficiently, and update these where necessary.
- Assist with the administration, preparation and implementation of challenge events to include updating the events on the Combat Stress website.
- Maintaining the fundraising database, Raiser's Edge, ensure all supporter information is accurate and up to date.
- Ensure fundraising stewardship strategy and GDPR guidelines are adhered to.
- Maintaining accurate financial records, including coding expenditure and filing invoices.
- Respond to and co-ordinate requests for fundraising literature, merchandise and the distribution of promotional materials.
- Help manage our on-line fundraising platform Fundraisin and other fundraising platforms including JustGiving, Enthuse etc.
- Working with the wider Challenges and Community team, co-ordinate and create our Challenge eNews, providing suitable fundraiser stories for this and our social media.

Relationship Management, Development and Stewardship

- Develop strong working relationships internally to ensure the portfolio is delivered efficiently, particularly with the Community, Corporate, Database, Digital and Communications teams
- Assist with marketing, recruitment and organisation of all challenge events, and stewardship of challenge event participants on their supporter journey.
- Manage our DIY fundraising programme, making sure supporters' personal stories are recognised and they receive the best possible experience to encourage long-term engagement.
- Represent Combat Stress at meetings, events and presentations outside normal office hours (evenings and weekends) as required. You will be given time off in lieu of these hours.
- Undertake any ad hoc duties of a compatible nature as may be required from time to time by the Head of Challenge and Community Events.

4. RISK MANAGEMENT

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

As an employee of Combat Stress you are required to be risk aware, readily able to identify risks faced by you and by Combat Stress in the course of your day-to-day employment. Where a new risk is identified it is to be reported through your line manager.

We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.

Signature – Job Holder

Date

Signature – Line Manager

Date

Reviewed/created: 20/08/2025

Next review date: