

# LIBERTY

## RECRUITMENT PACK: DEVELOPMENT ASSISTANT

Liberty is an independent membership organisation. We challenge injustice, defend freedom and campaign to make sure everyone in the UK is treated fairly.

We are campaigners, lawyers and policy experts who work together to protect rights and hold the powerful to account. We empower others to defend their own rights and the rights of their family, friends and communities.

Our principles are guided by evidence and expertise – not political agenda, profit or popular opinion. We're not afraid to speak uncomfortable truths or confront intolerance and abuse of power wherever we find it.

Together we've been making the UK a fairer, more equal place since 1934.

POSITION DESCRIPTION	
<b>Position title:</b>	Development Assistant
<b>Team:</b>	Development team of seven, including another Development Assistant
<b>Employment status:</b>	1 Permanent and 1 Fixed Term 12-month contract
<b>Salary band:</b>	£29,008 - £32,345
<b>Hours:</b>	35 hours per week plus occasional out of hours work (applications for 4 days per week will also be considered).
<b>Location:</b>	Liberty House, Westminster, London
<b>Closing date for applications:</b>	9am Wednesday 29 September 2021
<b>Interview dates:</b>	First round: Thursday 07 October 2021  Second round: Thursday 14 October 2021

### ROLE PURPOSE

The Development Assistant role is a great opportunity to build experience across a range of fundraising streams. The role primarily supports Liberty's membership and individual giving functions by providing administrative and customer service support. You will also spend approximately one day per week supporting wider team activities such as major gifts fundraising, and events. As we are a small team, there is plenty of opportunity to get in involved with research, events and idea generation.

You will be joining Liberty at an exciting time. We are working to an ambitious fundraising strategy that aims to grow individual giving and major donor fundraising. This role will be crucial to achieving this growth.

## KEY RESPONSIBILITIES

### Membership Administration

- Accurately and efficiently process donations and membership subscriptions, including new memberships, direct debit payments and amendments, processing cheques, credit card payments, and sending out thank you letters and welcome packs.
- Maintain accurate records of all members and gifts using Liberty's ThankQ database.
- Working with the Development Officer, maintain systems to maximise the efficiency of membership processing and administration.
- Produce accurate statistics as relating to Liberty's membership and finances as required.

### Membership Services

- Provide excellent ongoing customer service to all Liberty members, including answering enquiries by letter, phone and email.
- Answer enquiries from members of the public interested in joining or supporting Liberty.
- Support Liberty members with any fundraising activities undertaken on Liberty's behalf.

### Member recruitment, fundraising and supporter development

- Assist in a programme of regular communications with members and other supporters, including regular appeals.
- Assist with mailings to former members and other membership recruitment activities.
- Help to organise and attend events for membership promotion.

### Wider team support

- Assist with research into major donors and charitable trusts.
- Provide admin support for our major donor, trusts programmes as needed.
- Attend fundraising events and other Liberty events as needed, including occasional duties outside of office hours.
- Oversee the work of volunteers assisting with any of the above.

SELECTION CRITERIA		ESSENTIAL	DESIRABLE
<b>Technical Expertise</b>	Proficiency in use of Microsoft Office and in particular Word, Outlook and Excel	✓	
	Proficiency in use of a fundraising or membership database, or equivalent (preferably ThankQ).		✓
	One year's experience in an administrative role	✓	
<b>Knowledge &amp; Experience</b>	Experience of working in a campaigning or membership organisation.		✓
	Knowledge of a broad range of fundraising methods		✓
<b>Competencies</b>	<b>Attention to detail:</b> Excellent attention to detail and accuracy (particularly in data entry)	✓	
	<b>Communication:</b> Excellent customer service and communication skills evident in person, in writing and by phone.	✓	
	<b>Proactive delivery:</b> The ability to work proactively – anticipating tasks and prioritising work in order to meeting deadlines	✓	

SELECTION CRITERIA		ESSENTIAL	DESIRABLE
	<b>Teamwork and Collaboration:</b> Ability to develop and maintain internal and external working relationships, including at senior level and to be a positive member of the team.	✓	
Values	Commitment to building a fair, compassionate, and diverse working environment.	✓	
	Commitment to and understanding of Liberty's broad campaigning objectives.	✓	

### Important Information

1. Application forms should be returned by email as Word or PDF documents to [HR@libertyhumanrights.org.uk](mailto:HR@libertyhumanrights.org.uk) **with the job title as the subject** no later than **9am Wednesday 29 September 2021**

**Applications received after the closing date will not be considered.**

We also ask you to submit the diversity monitoring form, available from our website, but this is optional.

2. You will receive an automatically generated response confirming receipt. If you **DO NOT** receive this response within one to two hours of sending, please call 020 7403 3888 to check whether your application has been received - be sure to do so before the closing date.
3. First round interviews are scheduled for **Thursday 07 October 2021** with second round interviews scheduled on **Thursday 14 October 2021**. Shortlisted applicants will be contacted to arrange interview times. Details of the interview (which will be held remotely) will be confirmed by email.
4. Applicants who have not been short listed will be notified by email. **Due to our limited resources, we are unable to provide feedback on applications.**
5. Interview panels will be made up of two to four people who will each ask the candidates questions. The questions are intended to allow you to expand on your application and to demonstrate to the panel how far you meet the essential and desirable requirements of the post. All candidates are asked a uniform set of questions (usually 5 or 6) and may also be asked follow-up questions to clarify or expand on individual answers. At the end of the interview candidates will also have an opportunity to ask questions about the job, conditions of service, etc.
6. Shortlisted candidates may be asked to complete pre-interview tasks.
7. Once all interviews have taken place, shortlisted applicants will be contacted and informed of the outcome either by email or phone and offered the opportunity to receive feedback.
8. Liberty's offices are wheelchair accessible. If you have a special requirement for completing a task or attending an interview due to a disability, please contact us on 020 7403 3888.