Dear Applicant

We are a leading UK charity in the field of mental health. For 65 years we have been the source of fresh thinking about mental illness, learning disability and wellbeing. We have always drawn on the expertise of professionals and academics, and led the way in recognising the knowledge and insights of people with lived experience of these issues. We were one of the first organisations to talk about public mental health and to promote its importance.

The Foundation runs focused research and delivery programmes, aimed at identifying solutions to share more widely. We base our work on evidence. Where evidence is lacking we research, pilot and evaluate fresh approaches. We are discerning and passionate at the same time in our quest for answers and impact.

Thanks to the support of our donors, funders and benefactors, we are independent. This gives us the freedom to speak truth to power. We are prepared to take a stand on issues that may be unrecognised or unpopular, wherever we know that the case for change is strong.

We believe in the fundamental right to effective healthcare and support for people experiencing mental ill health or learning disability and in their right to be heard and treated without discrimination or stigma in all aspects of their lives.

We provide reliable clear information that helps everyone to understand how to support their own mental and emotional well-being; to help the people they care about to do the same; and to take steps as active citizens to ensure that their community and our society achieves well-being.

Please see the attached information pack for more details and visit our website at www.mentalhealth.org.uk. Once you have had the opportunity to find out more about us, I hope you will be inspired to join us.

I look forward to receiving your application.

With best wishes

Jenny Edwards CBE
Chief Executive

Mental Health Foundation

Foundation for people with learning disabilities
About the Mental Health Foundation

Throughout the last 65 years we have pioneered new ways of looking at mental health and how to improve the lives of people experiencing mental illness.

Our Vision

Our vision is of a mentally healthy world, free from the suffering caused by mental illness.

Our Mission

Our mission is to help people survive, recover from and prevent mental health problems.

Our Values

Our values are set out in terms of our broad social values, which underpin our mission, and our business values that govern the way in which we aim to work. Our core values are:

Knowledgeable
Passionate
Practical
Courageous
Innovative

How does the Mental Health Foundation work?

- We research the best ways of tackling mental health problems.
- We turn our research into simple, positive, practical approaches that anyone can take.
- We work with mental health professionals to improve the way people are treated and cared for.
- We campaign to change the way that mental health is viewed in our communities and society through high profile media campaigns and lobbying Government for change.
- We develop simple ways for everyone to look after their own mental health and prevent mental health problems.
- We reach millions of people across the UK each year with our information.

The Mental Health Foundation incorporates the Foundation for People with Learning Disabilities.
Employment Benefits

Pension (non-contributory)
The Mental Health Foundation considers it is important to encourage people to save for their retirement and as such provides staff with a 2% contribution as part of auto-enrolment from 3 months service. After successful completion of a probation period this contribution increases to 10% non-contributory.

Employee Assistance Service
At times staff members may face and need help with a variety of issues throughout their lives and as part of the commitment to staff members the Foundation provides an independent and confidential counselling and information telephone service. Support is available on a range of issues including legal, financial, emotional, health issues and work related concerns.

Wellbeing Days
Staff may take up to 3 days per annum for their personal mental health needs.

Annual leave
Staff receive 25 days annual leave plus bank holidays, rising to 27 days after 5 years service.

Christmas leave
Staff will receive an additional 3 days leave at Christmas when the office closes between Christmas Day and re-opens after New Years Day. This is in addition to the annual leave entitlement.

Life Assurance Scheme
Staff will receive death in service life cover at four times their annual salary.

Child Care Vouchers
This is a flexible way to meet the costs of your childcare. These vouchers are non-taxable and exempt from National Insurance contributions and therefore present a saving for employees.

Available following a qualifying period:

Family friendly leave
Enhanced maternity, paternity and Adoption leave entitlements are in place, which are available after a qualifying period.

Flexible working/work life balance
The right to request flexible working is available to all employees. There are a number of different flexible working arrangements available throughout the organisation, which can be arranged by mutual consent.

Season ticket loan
Interest free loans are available to purchase season tickets for the journey between home and work.

Cycle to Work Scheme
The Cycle to Work scheme is a UK Government tax exemption initiative introduced to promote healthier journeys to work and to reduce environmental pollution. Employees will be able to purchase a bike of a value of up to £1,111 tax free.
How to apply

To apply please send your completed application form and an equal opportunities monitoring form by **10am on Tuesday 29th March 2016** to: [vacancies@mentalhealth.org.uk](mailto:vacancies@mentalhealth.org.uk)

Please note application forms need to be fully completed. CVs should not be submitted and will not be accepted for shortlisting.

The selection process

Shortlisted candidates will be invited to interview on **Monday 4th April 2016**.

Please note that this role is subject to a DBS check and suitable references.

Location

The interview will be held at the Mental Health Foundation offices in London:

**Mental Health Foundation**
**Colechurch House**
**1 London Bridge Walk**
**London**
**SE1 2SX**

*See over the page for a map to our location*
How to find us

The office is located on a walkway called London Bridge Walk. Look out for Evans Cycles on Duke Street Hill and London Bridge Walk is above this.

Underground

London Bridge (Northern and Jubilee lines) - This station is directly opposite the office building. It’s approximately a two minute walk from the main underground exit. Please note when exiting the tube, follow signs for Duke Hill exit as opposed to Borough High Street exit.

Monument (Circle and District Lines) - This station is on the north side of the river Thames. Our office is on the south side of the river so you will need to cross over London Bridge to reach us. It is approximately a 10 minute walk.

Train

London Bridge: This station is directly opposite our office. It is approximately a two minutes walk.

Bus

Buses that stop at London Bridge Main terminal: 149, 521, 43, 141, 47, 17, 343, 381, 48, RV1, 21, 35, 40, 133, C10, 15.

Buses that stop on Tooley Street: 343, 381, 47, N381, N47, RV1.

Buses that stop on Borough High Street: 35, 40, 47 133, RV1, 17, 48, 343, 381, 43, 141, 521, 149, 344, 15
Job Description

Job title Fundraising Assistant
Reporting to Acting Head of Individual Giving
Responsible for: n/a
Department/Team Fundraising (Individual Giving)
Job location London SE1 2SX
Hours 35 per week
Salary Grade F1 Range £22,587 to £23,968 per annum
Contract length Permanent

Our work helps people across the UK to understand, protect and sustain their mental wellbeing, no matter what life throws at them. Prevention is at the heart of what we do, because the best way to deal with a crisis is to prevent it from happening in the first place. In particular, we help people to access information about steps they can take to reduce the risks of experiencing mental health problems, increase their resilience and feel empowered to take action when problems are at an early stage. We have a long history of working directly with people including families, children and young people, those in later life, and those who are at high risk of developing mental health problems, such as people with learning disabilities.

Main Purpose of Job

The Fundraising Assistant is a central role within the Fundraising Team, acting as the main point of contact for supporter enquiries, information and customer care within the team.

The post holder will:

• Ensure that supporter records and income are accurately recorded on The Raisers Edge Database and that all donors receive the information they require in an appropriate, friendly and timely manner.
• Create and maintain efficient processes for managing donor information and income.
• Work with colleagues across the organisation to deliver a positive and effective supporter experience of the Mental Health Foundation.
• Support the delivery of fundraising campaigns e.g. direct mail, telephone and online.
• Provide administrative support to the Fundraising Team, Acting Head of Individual Giving and the Director of Fundraising and Communications.
Principal Tasks and Responsibilities

Supporter Administration

- Work with Finance and other teams to correctly and efficiently manage and reconcile incoming donation information, including cheques, CAF vouchers, online statements, credit card payments, and Gift Aid, enter and code them on Raisers Edge and thank within agreed timescales.

- Work with the Individual Giving and Database executive to Import and reconcile online payment and donor data.

- Create new supporter records and send personalised welcome packs. Set up new regular gifts and inform the donation processor as required.

- Liaise with external suppliers to ensure supporter data and income is received and managed in a secure, timely and efficient manner.

- Investigate and follow up returned and incomplete supporter payments ensuring all data on Raisers Edge is as accurate as possible.

- Respond to Direct Debit cancellation requests by updating the supporter record and contacting the processor to process the cancellation.

- Maintain standard letter templates ensuring they are up to date and fully functioning.

- Respond to communications from supporters, to agreed timescales using both standard and bespoke correspondence.

- Update and maintain process documents, communicating relevant information to the team.

- Co-ordination of the production schedule for Legacy appeals.

- Collating and editing copy, case studies and project information for use in Talkback and appeals.

- Creating and sending e-newsletters and supporting with appeal communication.

- Liaising with external suppliers to produce artwork for appeals and co-ordinating the mailing.

- Provide administrative support to the Director of Fundraising and Communications; assisting with booking meetings, minute taking and other tasks where required.

- Support with the day to day administration of legacy gifts.
Supporter Care

- Manage and respond to supporter queries, record and update non-financial supporter information such as Gift Aid declarations, data protection opt outs, legacy pledges and other personal information in line with the Data Protection policy.

- Respond to queries from the general public about fundraising activities, work closely with other teams to ensure enquiries are dealt with quickly and effectively maximise fundraising opportunities.

- Manage the supporter inbox and supporter phone line, responding to enquiries which have the potential to be of a sensitive nature or with vulnerable people.

General

- Work across the Fundraising Team and assist in all areas of work. Co-ordinate and attend internal and external fundraising led meetings including room booking, rota and agenda.

- Contribute to the general administrative running of the Fundraising team.

- Uphold and promote the MHF’s commitment to Mental Health, diversity and the benefits it brings and comply with MHF policies and procedures.

- Work with Fundraising Communication colleagues to update the fundraising webpages and share supporter messages on social media channels.

- Support the Individual Giving Executive to deliver appeal and supporter newsletter this could include writing and editing copy, proof reading, and writing fulfilment letter copy.

- Undertake any other duties as may be reasonably required by the Acting Head of Individual Giving.

The job may involve working unsocial hours on some occasions. Time off in lieu will be taken by arrangement with the Manager.

*This job description is not contractual and is liable to change over time*
Person Specification

Experience, knowledge and understanding

Experience of using a database, preferably a relational database such as Raisers Edge E

An Awareness of Data Protection issues and the ability to work with confidential sensitive information E

Understanding of basic principles of fundraising/marketing D

At least 6 months experience of office work and procedures D

Understanding of diversity and equal opportunity issues D

Experience of financial reconciliation D

Skills

Excellent communication skills both written and verbal E

Experience of writing and editing content for printed publications D

Experience of using social media and web in a professional context to include using Facebook and Twitter D

Personal and sensitive manner in dealing with the public, taking into consideration the possibility of handling distressed phone callers E

Core IT skills (able to use MS Office, Internet, Databases, teleconferences and Social Media E

Swift and accurate keyboard skills E

Ability to manage a varied workload and work on own initiative to multiple tight deadlines E

Attention to detail and ability to think analytically E

Personal Qualities

Team player and flexible approach to work E

Commitment to accuracy, efficiency and high standards of customer service E

Pro-active approach E

E = essential  D = desirable
Requirements of all roles at the Mental Health Foundation

Willingness to work flexibly to meet the reasonable needs of the foundation

Commitment to working in accordance with the foundation’s values

Prepared on occasions to work unsocial hours

Ability to self-manage a full and varied workload

Self-sufficient in use of information and communications technology

Competencies for working at the Mental Health Foundation

We expect all employees to be able to use these competences to a high level in their roles. During the recruitment process, at interview stage, we look for evidence of all these competencies.

- Expertise, knowledge and analysis
- Communication, influencing and promotion
- Relationships and partnership working
- Service focused
- Business aware
- Strategic thinking and decision making
- Leadership
- Adaptability and personal responsibility
- Innovative and creative
- Committed to personal development