

# Application pack: Individual Giving and Communications Team Assistant­

**Do you want to improve the lives of people with disabilities and vulnerable people?**

Humanity & Inclusion UK is looking for an organised and committed Team Assistant to deliver excellent donor care to all our supporters. This is a varied and engaging role within our Individual Giving and Communications team, providing vital support including processing donations, responding to supporter enquiries, and ensuring our donors receive a first-class experience.  
  
You will have the opportunity to work in an international environment, learn new skills, and contribute to our life-changing work supporting people with disabilities and other vulnerable groups worldwide.   
  
If you are motivated and enthusiastic, have a keen eye for detail and a proactive, hands-on approach to managing multiple priorities, we’d love you to join our small, friendly team.



Photo: Longini (left) received prosthetic legs and support to go to school.   
Rwanda © S. Wohlfahrt / HI

## About Humanity & Inclusion

Humanity & Inclusion (HI) is an award-winning international charity working in situations of poverty and exclusion, conflict and disaster. We work tirelessly alongside disabled and vulnerable people to help meet their basic needs, improve their living conditions and promote respect for their dignity and fundamental rights.

Outraged by the injustice faced by people with disabilities and vulnerable populations, we aspire to a world of solidarity and inclusion, enriched by our differences, where everyone can live in dignity.

Since HI was founded in 1982, our work has benefitted tens of millions of people worldwide. In 2024, we ran 480 projects in 58 countries, directly supporting over 3.1 million people.

HI is a co-winner of the 1997 Nobel Peace Prize for our work towards banning and clearing anti-personnel landmines. We were also awarded the 2011 Hilton Humanitarian prize in recognition of our contribution to alleviating human suffering and supporting the most vulnerable people.

## About Humanity & Inclusion UK (HI UK)

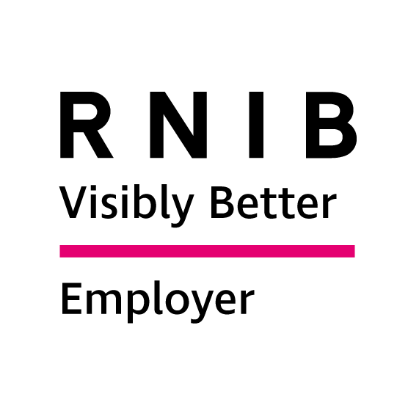
HI UK is a member of the HI Network, which is comprised of a Federation and eight national associations. As part of the Network, HI UK works towards a common strategy while maintaining its distinct identity as a UK charitable organisation. The HI Federation is responsible for implementing the Network’s social missions around the world. It operates under the names “Humanity & Inclusion” or “Handicap International”, depending on the country of operation.

## Equal Opportunities Policy

HI UK is committed to diversity and inclusion. We recognise that discrimination shapes the opportunities that many people have in society and that people have different needs in order to realise their full potential.

Addressing this requires organisations to be proactive in creating environments that encourage the inclusion and development of all. Though we still have a long way to go, inclusion is central to our identity at HI UK and we are strongly committed to the continuous work that it requires.

We are particularly interested in hearing from candidates with disabilities and/or from Black and minority ethnic backgrounds, to help make us more representative. If you have a disability and meet the minimum requirements for the role, we will guarantee you an interview.

## Employee Benefits

* All employees are entitled to 28 days’ holiday per year in addition to UK public holidays (pro rata for part-time employees). Colleagues may also take an additional day off for their birthday.
* Training and development opportunities are open to all staff and will be provided in order to support them to fulfil their roles.
* We value all our employees and strive to support them in their professional lives. This includes offering flexible-working opportunities, including home-working, flexible hours and two days’ volunteering leave each year.
* We offer a competitive workplace pension scheme, matching contributions up to 6% of gross salary.
* We are positive about employing persons with disabilities and are proud to be accredited as a Disability Confident Employer.
* We offer a Worklife Support Employee Assistance Programme, which provides confidential information, support and counselling.
* We strive to create a diverse and inclusive working environment, and we are constantly looking at ways to improve our policies, processes and culture.
* Our office is a short distance from Waterloo train station and Lambeth North underground station in London. There are also lots of bus stops nearby. We share an open space with other charities. The working environment is fairly quiet, with bookable meeting rooms, booths for individual meetings, noise-reduction pods and other informal meeting spaces. We have lifts, accessible toilets and a shared kitchen area. We are open to discuss any reasonable adjustments you might need.

## Job Description

**Job title:** Individual Giving and Communications Team Assistant

**Organisation:** Humanity & Inclusion UK (HI UK)

**Salary:** £27,000 per annum

**Hours:** Full time (37.5 hours per week)

**Duration:** 12-month contract with possibility for renewal.

**Location**: Office-based in London SE1. Working from home possible on a limited basis.

**Department:** Individual Giving and Communications

**Reporting to:** Individual Giving and Communications Team Manager

**Key linkages:** Individual Giving and Communications team, Finance team,   
 Office Manager, Volunteers, Major Giving team

### Background Information and Purpose of Post

This post is a pivotal role in enabling HI UK to maximise our income from individual donors, regular donors and other supporters, via excellent donor care and accurate, up-to-date data.

The purpose of the post is to:

* process donor data and donations accurately and efficiently into the fundraising database.
* help HI UK provide a first-class experience to its supporters
* provide administrative support to the Fundraising Manager and the Individual Giving team
* manage volunteers where appropriate on a day-to-day basis and provide ongoing training and support
* support the IGC team with social media and content production.

### Main Duties and Responsibilities

#### Data entry

* Input donations, pledges and other donor data into the fundraising database (Advantage Fundraiser) and assess the accuracy and validity of the data.
* Input and set up regular donations accurately.
* Reconcile finances at the end of each month with the support of the Fundraising Manager
* Manage and maintain up to date records for Gift Aid.
* General database housekeeping tasks.
* Compile and present accurate queries and reports as needed by the team.

#### Donor care and communications

* Be the first point of contact for all existing and prospective donors and represent HI UK in an efficient, effective and professional way.
* Provide individual donor care, including answering queries and dealing with complaints.
* Draft, produce and send written correspondence such as emails, thank you letters and other relevant documents for donors.
* Review and update call-handling procedures for use by all staff members.
* Improve knowledge and understanding of supporters and develop donor relationships.
* Ensure compliance with GDPR and other data protection legislation in all processes and activities.
* Work with the Media Officer to maintain HIUK’s social media presence to increase supporter engagement in line with our Individual Giving and Communications strategy.
* Respond to enquiries via social media and moderate comments.

#### Administrative support

* Provide general administrative support to the Individual Giving and Communications team.
* Contribute to the development and implementation of effective processes and automation between the Fundraising, Communication and Finance team members.
* Review and update Fundraising and Database guidelines.
* Maintain an efficient record-keeping system for donation forms, including saving electronic copies of donations and Gift Aid declarations.
* Resolve queries about donations (e.g. unsigned cheques).
* Support the weekly reconciliation of donations with the Finance department (i.e. ensuring that what is banked matches the fundraising database).

#### Volunteers

* Assist with the recruitment and induction of Fundraising volunteers.
* Support, guide and supervise fundraising volunteers on a daily basis.
* Work with volunteers to manage stationary and stock levels.

#### Other

* Participate in internal/external meetings and other functions as necessary.
* Undertake any other reasonable duty consistent with the nature of the job and its level of responsibility.

### Person Specification

We genuinely value diversity and are looking to build a team of people with a wide of range of personal and professional experience. If you don’t meet all of the criteria listed below but feel you would be a good candidate for this role, please apply. If you would like an informal conversation about this, please do send us an email or call us – we would love to hear from you.

#### Essential criteria

* Excellent written and verbal communication skills in English.
* Experience of working with a database.
* Excellent donor or customer care skills.
* Ability to work in a complex, intellectually rigorous environment whilst remaining focused on delivering results.
* Excellent attention to detail.
* Excellent IT skills (including Microsoft 365).
* Excellent administration and organisational skills.
* Ability to work in a small team yet be able to complete tasks autonomously.
* Commitment to creating and maintaining an inclusive and protective environment for everyone that comes into contact with the organisation.

#### Desirable criteria

* Knowledge of and passion for disability, humanitarian and development issues.
* Experience of managing social media platforms.
* Experience of producing high-quality communications content.
* Experience working in a charity or an international environment.
* French-language proficiency.

#### Conduct and safeguarding

Respect and dignity of all the people we support and come into contact with are at the heart of HI’s approach. All employees, volunteers (including trustees), partners, suppliers and consultants working with HI UK are expected to adhere to our [Code of Conduct and related policies**.**](https://hi.org/sn_uploads/document/ID_CodeOfConduct.pdf)

Our commitment to safeguarding means we seek to ensure that no harm comes to people as a result of contact with the organisation’s programmes, operations or people. This means ensuring the safety and protection of groups, including children and vulnerable adults, with whom the organisation is in contact, establishing safe and respectful workplaces that are free from harassment, abuse and discrimination, and maintaining HI’s reputation and high standards by preventing, addressing and learning from instances of wrongdoing.

This post is Safeguarding Level 1, which means no DBS check is required (unless the content of the post changes*)*.

### Application Process

To apply, please send your CV and a covering letter by email or post. Please also complete our [Diversity monitoring form](https://forms.gle/uJZDKjHdS8z2uCyYA) online.

By email: [recruitment.uk@hi.org](mailto:recruitment.uk@hi.org)

By post: Humanity & Inclusion UK (Recruitment), Romero House, 55 Westminster Bridge Road, London SE1 7JB

If you disclose a disability during your application process and you meet the minimum criteria for the role, we will contact you to discuss any reasonable adjustment you might need at the interview. However, if you have not disclosed, please note that all candidates invited for interview will be asked if any reasonable adjustments are needed.

If you wish to disclose a disability please do so in your covering letter.

**Closing date: 23:59 Monday 15th September**

**Interviews are planned for the week of Monday 22nd September.**

For further information, please contact Humanity & Inclusion UK on 0870 774 3737 or by email at [recruitment.uk@hi.org](mailto:recruitment.uk@hi.org).