



Ending homelessness.
Rebuilding lives.

Fundraising Assistant Volunteer

At St Mungo's we provide a bed and support to 3,150 people a night. We provide outreach services in Bristol, Reading and Oxford, as well as operating over 20 other homelessness services across the South East and South West of England. In addition to outreach and accommodation, we also provide a range of recovery services, such as running activities, skills and employment training, and tenancy support, to help people at every stage of their recovery from homelessness. At the heart of all of our services is our commitment to empowering individuals, to support people in their recovery journey and to prevent homelessness in the future.

You will be volunteering in our Fundraising team, who are responsible for raising income to help fund our vital services.

You will be based in the Events, Community and Regional (ECR) team, primarily aiding the Fundraising Coordinators based in Bristol and Reading. You will be providing events, communication and administrative support to ensure we give our supporters an outstanding experience and maximise income.

What will I be doing?

You will be playing a key role in supporting the ECR team to hit fundraising goals and ensuring our supporters receive great stewardship.

This is a good opportunity for someone who is interested in or wants to start a career in fundraising or events. The placement will give you experience in key elements of a fundraising role, such as running an event, managing income streams, project work and stewardship.

You will gain valuable experience of liaising with a range of supporter groups, including corporates, special events, collections, speaking opportunities, faith groups, schools, and local businesses.

Below are typical tasks you'll support with:

- Administrative support and completing key processes for the team. This could include responding to emails from supporters; sending out welcome, good luck and thank you emails or preparing and sending stewardship mailings.
- Speaking to our engaged supporters over the phone who are taking part in a fundraising activity to welcome them or check in on their progress.
- Researching and reaching out to new prospective supporters or groups
- Attending occasional community events and talks with the ECR team.
- Market knowledge – keeping our regional fundraising team up to date on what other charities across the same areas are working on.
- Administrative support; this could include responding to email from supporters; monitoring online fundraising pages; sending out thank you letters and emails; sending stewardship mailings; managing Gift in Kind queries (donation of items).
- Specific project work that may arise.



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Where/ When will I be volunteering?

The placement is ongoing, and we are looking for someone to volunteer for one day per week, although this is flexible. 2 half days would be fine, and some weeks we may need more hours, and some less! The role will be remote, but with occasional attendance at events and to the office in and around Bristol, so you would need to live here.

The role will be 7.5 hours per week. We are flexible on hours if you'd like to join us but can't commit to this amount.



Do I need to have specific skills?

- Interest in homelessness and work that benefits others
- Strong interpersonal skills. Ability to interact with supporters in-person, by phone and email.
- Good written and verbal communication skills with a friendly manner.
- Good IT skills including Microsoft office suite
- Keen, enthusiastic and willing to learn.
- Desirable: Interested in a career in fundraising or the third sector
- Desirable: design or photography skills
- Genuine interest in and commitment to St Mungo's work and client group
- An understanding of and commitment to diversity & equality

What support will I receive in return?

- Our core volunteer training as well as access to further learning and development opportunities from our specialised Volunteer Services team.
- A role induction and role-specific training as well as regular support from your volunteer supervisor.
- Training on St Mungo's and how we support communities across the South
- Reimbursed volunteering expenses.
- New skills and experience within the largest homelessness services provider -both extremely valuable if you seek paid employment in the sector.
- Opportunity to work in partnership with our communications team on larger projects
- Professional references after 3 months volunteering.
- Access to our Volunteer Development Pathway
- A dedicated volunteer services team to support your volunteering.

How can I apply?

Complete our online application form. Or, contact us at volunteer@mungos.org or on 0203 856 6160