



Development Assistant

Candidate Pack, July 2025

Job Title: Development Assistant

Salary: £25,350 (pro rata to 0.8 FTE / 30hrs)

Terms: 30 hours per week; 12 month contract

Reporting to: Individual Giving Manager

Location: Remote with a non-compulsory monthly day in our London co-working office. Occasional out-of-hours in-person support may be required (e.g., Comedy night, London Marathon)

If you're ready to use your administrative expertise to help protect critically endangered orangutans and their rainforest homes, we'd love to hear from you!

About SOS

The Sumatran Orangutan Society (SOS) works with local partners, communities, and a global network of supporters to protect, connect, and rewild Sumatran rainforests. Our goal is to help both wildlife and people thrive.

We achieve this through community-centered conservation programs that help local people to safeguard these vital ecosystems. As a small but dynamic NGO, SOS focuses on immediate on-the-ground protection while also developing long-term, sustainable conservation strategies.



Vision

Wild orangutans thriving in resilient forests.

Mission

Protecting orangutans, their forests and their future.

About the Role

With the recent launch of our ambitious new strategy, and a newly recruited Director of Development & Partnerships in post, we're looking for a Development Assistant to be the vital backbone of a passionate team actively fighting to protect critically endangered Sumatran orangutans and their rainforest homes.

You'll bring invaluable experience in fundraising administration, CRM management, and donor relations, working within a dynamic, impactful conservation charity. All while enjoying the flexibility of a fully remote position with a dedicated team committed to making a tangible difference in the world.

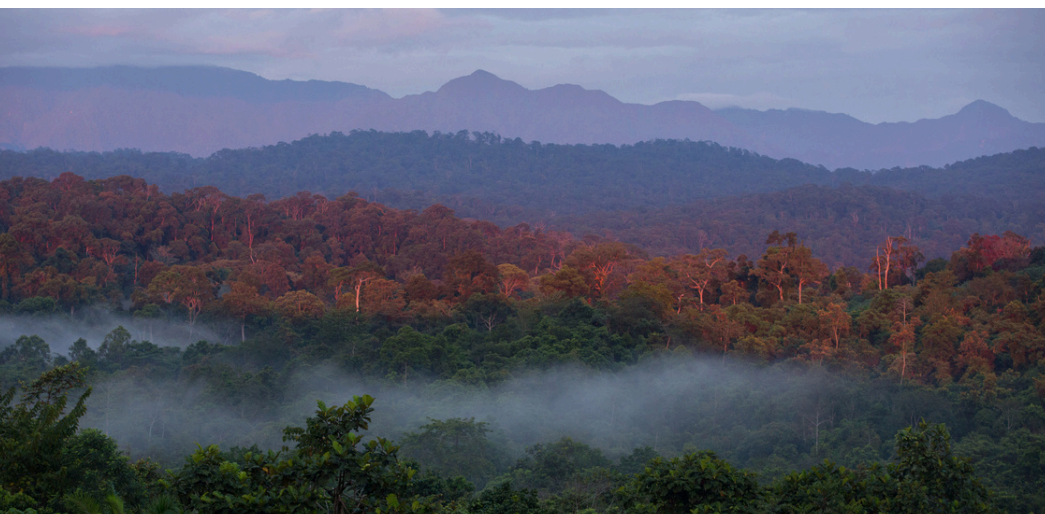
Joining SOS means contributing directly to rewilding vast areas of rainforest, empowering local communities, and ensuring a future for these magnificent creatures, making your daily work incredibly meaningful and rewarding.

Role Summary

You will be at the core of the Development Team, ensuring the smooth running of administrative tasks and providing vital support in managing donor relationships.

Reporting to our Individual Giving Manager you will be a passionate, people-centric individual with excellent communication and organisational skills, a creative mind, and the determination to build and nurture a network of supporters for the cause.

Your attention to detail, strong communication skills, and ability to handle confidential information will be essential.



Key Responsibilities

Income, Donor Data and CRM Management

- Processing and reconciling incoming donations, managing thank you processes, and ensuring accurate data entry into the CRM.
- Maintaining accurate and up-to-date donor information in the CRM, ensuring compliance with GDPR

Communications

- Serve as point of contact for team enquiries, managing the general email inbox and directing enquiries appropriately.
- Managing donor communications, written correspondence, and preparing newsletters, event materials and fundraising guides.
- Supporting the development of email journeys and delivering them consistently for fundraisers
- Supporting with the creation of blogs and social media posts including visual assets

Event Support

- Assisting with fundraising event preparation, on-site support, and liaising with guests. This includes high profile celebrity events such as our annual comedy event.
- Support donors by providing information on events and addressing their enquiries.

Administrative Support

- Provide comprehensive administrative support to the Development team

Compliance

- Ensuring all fundraising processes adhere to relevant regulations and ethical guidelines.

Other Duties

- Undertake other duties as required to support the organisation's objectives.

About You

Person Specification

- Proven experience in providing high-standard administrative support in a busy team.
- This is an entirely home-based role so you will need to be a motivated self-starter.
- Demonstrable experience in communicating with a broad range of stakeholders using various media.
- Experience with a data management tool/CRM.
- Experience in working or supporting others in managing relationships with key stakeholders.

Skills and Abilities

- Excellent organisational and administrative skills; ability to prioritise tasks, manage deadlines, and maintain accurate records.
- Ability to maintain confidentiality and adhere to protocols and procedures.
- Strong communication skills; verbal and written communication skills are essential for interacting with donors and fundraising team members.
- Experience of Google Workspace is desirable
- Experience with Canva or similar design program is desirable
- Data entry and analysis skills; accuracy and attention to detail are necessary for managing donor data and financial records.
- Ability to work independently and with minimal supervision.

Personal Attributes

- Proactive, results-oriented, and a team player.
- Ability to work accurately under pressure and meet strict deadlines.
- Flexible, with a positive attitude and willingness to contribute to team activities.

Alignment with SOS's values

We value collaboration, optimism, and adaptability. If you're supportive, flexible, and have the ability to listen to and learn from others whilst offering constructive input, you'll fit right in with our team culture.

You can read more about our values and what they mean to us on the [SOS website](#).

Decolonising Conservation & Fundraising

We acknowledge that conservation, fundraising, philanthropy and international aid in particular, have historically come with power imbalances between the donor or 'expert' and the beneficiary. The traditional flow of funding and knowledge from the predominately white global north toward the global south has often been shadowed by colonial privilege and oppression, imposing 'solutions' onto cultures and practise without making space to hear the voices, learn from the experience or welcome the wisdom of the beneficiary communities.

SOS and our frontline partners thrive together as a result of the authentic knowledge exchange and cross-cultural leadership which underpins our operations and activity. SOS continues to maintain awareness of the decolonising agenda and is always alert to any mitigation necessary to ensure full inclusivity, diversity and equality in our operations



How to Apply

We invite you to apply by submitting the following documents:

1. Please provide your current CV, highlighting your relevant experience and how it aligns with the role.
2. Please submit your answers to the following questions:
 - What is it about this role and working with Sumatran Orangutan Society that appeal to you? (no more than 250 words)
 - Which of your core skills and experience do you think will be most impactful in this role? (no more than 250 words)
 - When a donation is made to our charity what do you think the best steps would be to give them the best customer experience? (no more than 250 words)

Your application should clearly demonstrate your skills, ambitions, and enthusiasm for making a meaningful impact. We look forward to reviewing your application!

Email to: recruitment@orangutans-sos.org

If you would like to arrange an informal chat about this role, please contact Rhia, Individual Giving Manager at rhia@orangutans-sos.org

Timeline

- Closing Date: 9am on Monday 28th July 2025
- Interviews are planned to take place during w/c 4th August

To find out more about our work, please visit our website: orangutans-sos.org

Applicants must be eligible to work in the UK.

SOS is an equal opportunities employer. We value diversity and are strongly committed to providing equal employment opportunities for all employees and all applicants for employment. Our equal opportunities policy will be made available upon request





Why Join SOS?



Meaningful Impact

By becoming part of our team, you'll play a crucial role in safeguarding critically endangered orangutans and their rainforest ecosystems.



Collaborative Culture

Join a supportive and inclusive team where your ideas are valued, your contributions shape fundraising, and you're empowered to lead with creativity. Your voice matters here, and we value the unique perspectives each team member brings.



Professional Development

You'll gain new skills and knowledge through continuous professional development and by working alongside experienced professionals in the conservation field. We'll support your ambition to take on new challenges, helping you develop personally and professionally to excel in your role.



Work-Life Balance

Enjoy a healthy work-life balance with our flexible work-from-home arrangements, while staying connected through team meetings. We offer generous annual leave, including time off during the festive season, so you can recharge.



Unity and Collaboration

Our close-knit team and engaged board of trustees work collaboratively to share ideas, celebrate successes, and overcome challenges. Together, we break barriers to accelerate our impact, fostering a sense of belonging and camaraderie within our organisation.