

Award winning social business to launch new service and create 66 new jobs in South Wales Valleys

The new service, which will create 66 new jobs over the next eighteen months in the South Wales valleys, is backed by £222,600 from the Welsh Government and will enable Connect Assist to launch the service imminently.

There is a high demand for such a service following a number of high profile allegations of mal-practice by fundraising agencies in recent years. As a consequent a number of charities pulled their contracts with these agencies, many of which ceased trading.

The new service for charities will include the provision of emergency appeal response lines and fundraising appeals. It will also handle enquiries around the work that each charity undertakes as well as enquiries around supporting charities.

Connect Assist, which is based in Nantgarw and celebrated its 10th anniversary last year, was set up with the main aim of making a positive difference to people living and working in the Valleys

Economy Secretary Ken Skates said:

“The Welsh Government is pleased to support Connect Assist in launching this new service which will be creating a significant number of local jobs and offering a range of career opportunities for people.

“Connect Assist currently employs 100 people and its work over the past ten years has made a real impact, supporting and helping people into employment which has been recognized through a number of well deserved awards.”

Ron Moody, Client Services Director said:

“We are delighted to be launching this much needed ethical fundraising service. Having worked with the charity sector for over a decade helping charities to help their beneficiaries, this new fundraising and supporter care service is a natural extension to our offering. Support from the Welsh Government is a very important element to the launch and our objective of creating sustainable jobs.”

The organization focuses on providing information, advice guidance and

support to individuals facing challenging circumstances. It has a strong track record of providing professional multi-channel helpline and contact centre services, web systems and consultancy services to not for profit organisations throughout the UK.

Connect Assist delivers 365 days a year 24 hours a day running professionally staffed charity helplines for organisations enabling people to contact the service at any time and in the way that suits them best.