

Job description

Job Title:	Fundraising Administrator (maternity cover)
Location:	Home based (Remote working)
Managed by:	Individual Giving and Legacy Manager
Hours:	28 per week
Contract:	Part Time, Temporary – 10 month contract
Salary:	FTE: £24,000 (pro rata £19,200)

JOB DESCRIPTION

Purpose of the Post

This is an exciting time at Cruse Bereavement Support as the charity is under-going significant transformation. We're looking for an organised, enthusiastic Fundraising Administrator to support our Public Fundraising (community fundraising and individual giving) team to deliver some ambitious targets.

You will be responsible for ensuring the best possible supporter experience for our donors and fundraisers, proactively improving processes and ways of working, and support with digital engagement. Reporting to the Individual Giving and Legacy Manager, the Fundraising Administrator will deliver excellent customer care to supporters responding to enquiries and thanking them for their support, you'll work closely with our database to maintain the quality of information available and assist with gift processing, as well as many other activities to help drive income and show our supporters how valued they are.

Key responsibilities and duties

- Managing supporter enquiries, including taking donations over the phone and sending out information as appropriate
- Data entry of all postal/branch donation income received
- Reconciling bank statements on a regular basis
- Scanning and filing
- Adding of online supporter fundraising pages information to Beacon CRM platform
- Import of supporter and fundraiser information and income in to the Beacon CRM platform
- Manage fundraiser reports for Community Fundraisers, keeping them up to date on activity
- Keeping accurate and up-to-date supporter records
- Writing and sending out thank you cards and letters, and any additional information as required
- Supporting Community Fundraisers on the delivery of local events, including sending out materials
- Supporting the Individual Giving and Legacy Manager with in memory and lottery supporter care tasks
- Working in partnerships with a third party to fulfil orders for merchandise for supporters and volunteers as required

We help people through one of the most painful times in life
– with bereavement support, information and campaigning.

Charity Registration Number: 208078. A company Limited by Guarantee Number: 638709.

- Assist with courier communications i.e. bookings/invoicing
- Build excellent relationships with supporters, volunteers and colleagues
- Any other ad-hoc activity as required

PERSON SPECIFICATION

Experience

Essential experience

- Experience of working within a busy team
- Managing multiple and conflicting tasks at any one time
- Handling enquiries both on and offline
- Providing an excellent supporter / customer experience
- Delivering to a high standard and to tight timelines
- Working with databases

Desirable

- Working in a charity
- Fundraising experience

Knowledge

- No degree or formal qualifications are required for this role - what is more important is the passion and skills you bring to the team

Skills

- An ability to build relationships with colleagues, supporters and volunteers
- Excellent organisational skills and ability to work to deadlines and re-prioritise workload
- Ability to work on own initiative and as part of a team
- Strong IT skills, including Outlook, Excel, Word and databases

Personal attributes

- Flexible, hardworking and motivated
- Ambitious, self-motivated and enthusiastic
- Willingness to be flexible and help in any task that furthers the aims of the charity
- Ability to function well in an environment where bereavement issues are constantly under discussion