

Permanent Job: Fundraising Administrator – Gweinyddwr Codi Arian (Supporter Engagement Team)

A fantastic Head Office admin job with a customer focus to make sure our admin and processes help us engage with our supporters in the best way. Join our fundraising team to make sure our supporter experience is a positive one where lasting relationships are built.

Salary: £17,777 (£22,222 Full Time Equivalent)

Part Time Hours: 28 hours per week working flexibly

Work location: We've a lovely Cardiff City Centre Head Office where you'd be working with your colleagues at least 2 days a week. If you choose to work the rest of your hours from home, we'd provide you with the right IT equipment and you'd need a suitable home working space.

Interview: 28 May at our Cardiff Head Office

The Role

Due to a promotion we're recruiting our next team member who's got the skills to apply to this admin role but who also demonstrates our values, a great attitude and is excited to be part of our fundraising work.

This could be your next step if you can produce quality work in a busy admin role doing things like data entry, database report running and first line customer contact whether that's on the phone or in writing.

Joining a small team, you'll have a big impact interacting with and stewarding our supporters, so they experience something fantastic when they fundraise with us. It's a fun job where you'll build great relationships through also supporting colleagues across the office with general admin, welcoming our Head Office visitors and can support at our fundraising events at times too.

You can typically expect to do things like putting together supporter fundraising packs, thanking our supporters for their donations through our admin processes or handling all incoming supporter queries or any complaints.

We're Wales leading cancer charity and we pride ourselves when it comes to our people. It's important our staff represent and demonstrate our values as well as having the right skills to be their best they can be in their role.

That means we'd love to see your CV application supported by a Cover Letter to demonstrate how your skills or experience match the job role essentials and your explain your motivation behind your application and what you'd bring to our team.

To be great in this role you're skilled with:

- The admin and IT capabilities to run database reports and follow admin processes
- Producing quality work on time – you're careful and double check your work, manage your own time independently and are results focused to get a job done well within a deadline
- A flexible approach to working – your attitude's good when there's pressure to deliver and you adapt to the flow of work recognising where you need to change your focus

- Being collaborative, team and people focused – you know how to deliver great customer service. You work well with your colleagues to help them, listen to others' ideas and put forward your own ones and demonstrate how you treat customers, so they feel valued
- Solution solving – you've a positive attitude and look for the best options in any situation or challenge things appropriately when coming up with a new idea or have a suggestion

Your Staff Benefits:

- Core working hours 11am-3pm to fit work your lifestyle and personal life around our 7am-9pm operating hours
- Flexible place of work options with this role requiring 2 days minimum Head Office weekly attendance
- A generous 35 days annual leave including public holidays that increases with length of service (pro rata'd for part time staff)
- Your birthday off work once you've been here for 12 months.
- Opportunity to buy up to 10 days of additional annual leave per year
- Occupational sick pay after completion of probationary period
- Contributory pension scheme
- A tailored induction and support programme to help you succeed and excel
- An Employee Assistance Programme (EAP) offering access to 24/7 confidential advice and support
- The opportunity to participate in staff volunteer activities to support the wider organisation
- The opportunity to learn from, grow with, support and develop people who volunteer with US

About us

More people than ever are living with cancer in Wales, with around 20,000 people diagnosed every year.

We give help, hope, and a voice to everyone affected by cancer. We understand how cancer can impact every aspect of life and how it affects families and friends too. Our wide range of services offer information, advice, and specialist support to people living with cancer, and their loved ones.

Together with our inspiring community of staff, volunteers, and supporters, we're determined to be here for everyone affected today, tomorrow, and beyond.

Recruitment Process

Please email your CV and covering letter to people@tenovuscancercare.org.uk. Your application should demonstrate how your skills or experience match the job role essentials and your motivation behind your application. The closing date for your application to be submitted is the 18th May.

You can also visit our [Work for us](#) pages that give you more information and a copy of the job description and person specification.

At Tenovus Cancer Care we're committed to making our workplace diverse and inclusive where everyone feels they belong and can be their authentic selves at work. We're proud to be an equal opportunities employer who does not discriminate based on the Equality Act 2010's Protected Characteristics. All qualified applicants will receive equal consideration for employment, and we will adjust our recruitment processes where we can to support people who wish to join us. If we can support you with your application at all please contact us at people@tenovuscancercare.org.uk.

