

JOB DESCRIPTION

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| Job Title: | Fundraising and Supporter Engagement Administrator |
| Department: | Income Generation/ Finance and Operations |
| Reporting to: | Supporter Engagement and Administration Manager |
| Location: | Head Office/Home |

PURPOSE OF ROLE:

Working alongside our Fundraising Teams the postholder will provide excellent customer and supporter care and stewardship to all our supporters. They will be responsible for providing smooth and efficient administration processes to the Fundraising Team to meet operational and supporter stewardship requirements with a focus on building long term relationships with our supporters.

MAIN DUTIES AND RESPONSIBILITIES

- Assist the Supporter Engagement and Administration Manager in manning the fundraising mailbox. Responding promptly and professionally to all fundraising enquiries received via email, phone or post. Ensuring that correspondence, complaints and queries are handled efficiently and accurately.
- Work with the Supporter Engagement and Administration Manager to acknowledge donations and follow the tiered thanking process across the varied income streams of the charity.
- Work closely with the Fundraising Team in implementing stewardship plans, including phoning new supporters welcoming and thanking them. Providing appropriate materials such as welcome packs and fundraising items ensuring supporters feel engaged.
- Assist in the creation of promotional materials for our supporters and fundraising groups, e.g. posters and flyers.
- Capture and record data onto our fundraising database Raisers Edge NXT (RE NXT) making sure it is accurate and up to date. Ensuring that all records are updated and maintained correctly on RE NXT and support the wider Fundraising Team in pulling queries and dashboards.
- To work alongside the Regional Fundraising Team in the development of a Tiered Stewardship program.
- Support the team at fundraising events as required.
- Supporting the wider admin team with welcoming visitors, addressing face to face enquiries, answering phone lines and managing incoming and outgoing emails and post. Complete tasks like printing, posting, photocopying, scanning, filing and coordination of courier collections. Booking internal and external meetings, travel, parking and accommodation arrangements, taking minutes and following up on action points where appropriate.

PERSON SPECIFICATION

| | Essential | Desirable |
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| Experience & Knowledge | | |
| Experience of administrative work in a fast-paced and high-volume environment | ● | |
| Experience of providing customer service over the telephone, face to face and email | ● | |
| Experience of inputting data and data analysis | ● | |
| Previous use of a database or CRM (preferably Raisers Edge) | | ● |
| Processing large volumes of data on a routine basis. | | ● |
| Experience of working in fundraising or a charity | | ● |
| Skills, Aptitudes & Abilities | | |
| Strong organisational skills, with the ability to multi-task, prioritise and manage time effectively | ● | |
| Excellent inter-personal and communication skills- including over the phone. | ● | |
| Accurate with excellent attention to detail | ● | |
| Excellent MS Word, Excel, Outlook and database skills | ● | |
| Able to work to deadlines | ● | |
| Able to work on own initiative and as part of a team | ● | |
| Ability to work with high volumes and under pressure | ● | |
| Positive ability to approach problems in a logical way to find solutions | | ● |
| Ability to communicate in Welsh | | ● |

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to

promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.
