

JOB DESCRIPTION

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

- Responsible for answering phone lines, in and outgoing mail, photocopying, scanning, filing and courier collections.
- Respond to all fundraising enquiries that come into the charity by telephone, email or post efficiently and accurately.
- Work with the Supporter Engagement and Administration Manager to acknowledge all donations and deliver the thanking Process across all departments.
- Capture and record data onto our fundraising database Raisers Edge NXT (RE NXT) making sure it is accurate and up to date.
- Ensure 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 deployment of Tiered Stewardship.
- Assistance with the preparation of letters to donors and fundraisers and prepare reports if required.
- Prepare and mail fundraising materials and other relevant information as required.
- Organising internal and external meetings, including booking rooms, arranging parking, taking minutes and taking forward action points where appropriate.
- Dealing with correspondence, complaints and queries.
- Attending to visitors and dealing with email (general inboxes such as info) and face to face enquiries.
- Booking travel and accommodation for colleagues as required.
- Prepare and mail fundraising materials and other relevant information as required.

Prepared by: Sion Edwards

Date Prepared: September 2023

PERSON SPECIFICATION

	Essential	Desirable
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.	●	
Skills, Aptitudes & Abilities		
Strong organisational skills, with the ability to multi-task, prioritise and manage time effectively	●	
Excellent inter-personal and communication skills	●	
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	●	
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.
