



Job Title: Fundraising Administrator
Reporting to: Direct Marketing Manager
Direct Reports: 0

Job Band: Band 7
Size of Team: 21

This role will provide significant administrative support to the Fundraising department, focusing on the Individual Giving team, supporting with campaigns, researching supporters and donors and providing supporter care where required.

Key Responsibilities

- Support the recruitment, retention and acquisition fundraising programme by providing assistance to the DM Manger and Acquisition Officer
- Liaising with supporters ensuring accurate recording of correspondence and donations as required
- Research case studies to be used as part of fundraising requesting information from across the organisation and fundraising colleagues
- Support with research and projects within the individual giving team including high value donors and legacy pledgers
- Coordinate meetings, presentations and external agencies as required by Direct Marketing Manager and Head of Individual Giving
- Regularly update Individual Giving team analysis reports, including invoice logs, in accordance with team requirements
- To respond to fundraising enquiries received by SJA supporters or prospects (including by telephone, post or e-mail). To respond to such enquiries in a professional manner, ensuring all relevant information is timely and accurately recorded, and maintained on the TRE database in conjunction with SJA processes, procedures and the Data Protection Act.
- To support fundraising colleagues in the despatch of fundraising stock, fulfilment and merchandise
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

You will

- Be able to work on your own initiative and be highly motivated to achieve both personally and through the team
- Have willingness to learn and adapt new skills



BE PART OF A LIFE SAVING TEAM



Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level (Grade C) or equivalent inc. Maths & English	✓	
Experience		
Knowledge of supporter care and fundraising administration	✓	
Experience of providing efficient administrative support within a busy customer focussed environment		✓
Skills, knowledge and abilities		
Knowledge of Raisers Edge		✓
Ability to use Microsoft office applications to an intermediate level	✓	
Understanding of direct marketing		✓
Able to work well under pressure, meet deadlines and achieve solutions	✓	
Fundraising administration skills		✓
Good interpersonal and communication skills, and experience of liaising with external agencies (both creative and sector relevant)	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: KH

Date of preparation: 10/2016