

**Job title:** Fundraising Administrator

**Location:** Bristol, UK – office-based

**Duration:** Permanent

**Working hours:** Full time, 35 hours a week

**Salary:** £23,009 *pro rata* + competitive holiday + pension

**Start date:** As soon as possible

**Responsible to:** Individual Giving Fundraising Manager

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**Overall aim:**

The aim of this post is to support all areas of administration for the Fundraising department, primarily through the administration of donations and donor correspondence.

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**Key objectives:**

1. Process donations with a high level of accuracy.
  2. Respond to enquiries, maintaining a high level of donor care.
  3. Assist with income generating activities and provide support to the team.
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**Key roles/ tasks:**

**1) PROCESS DONATIONS AND RESPOND TO ENQUIRIES**

- a. To be first point of contact for enquiries by telephone, email and post, ensuring excellent customer care of current, new and potential supporters.
- b. Process donations three times a week and respond to donors daily.
- c. Ensure all donor thank you letters are sent within five working days.
- d. Process and fulfil Gift Catalogue orders. Ensure resources are in place to respond to seasonal demand and effective stock management of gift catalogue components.
- e. Maintain accurate database records for all communication and donations. Maintain donor files in line with procedures, legal obligations and best practice.
- f. To be aware of, and act on, relevant fundraising and data protection regulations.
- g. Liaise with the Finance Department to ensure cross-department accuracy of donations and donor pledges.
- h. Manage donor correspondence regarding donations, enquiries, problems and other non-routine contact.

## **2) SUPPORT ADMINISTRATION FOR THE FUNDRAISING TEAM**

- a. To provide administrative support as required for all campaigns and appeals.
- b. To monitor stocks of campaign, appeal and marketing materials and to keep the fundraising department orderly and tidy at all times.
- c. Ensure that all communications are recorded accurately on the database.
- D. Use routine database reports to assist with ongoing monitoring and evaluation of performance on a monthly, quarterly, annual and ad hoc basis.

## **3) ASSIST WITH INCOME GENERATING ACTIVITIES AND PROVIDE SUPPORT TO THE FUNDRAISING OFFICERS**

- a. Draft template donor thank you letters, with support from the Fundraising Officers.
- b. Assist with the administration of the donor welcome journey and the retention donor journey.
- c. Assist with the development of community fundraisers by maintaining email correspondence, printing, mailing certificates and thank you letters.

## **4) UNDERTAKE OTHER TASKS AS AGREED WITH LINE MANAGER**

- a. To adopt a positive approach to personal and professional development; engaging in one-to-one meetings; an annual performance review and relevant training.
- b. To maintain confidentiality in all areas of work at Tree Aid
- c. To carry out any other duties as are within the scope, spirit and purpose of the post as requested by your line manager or any other member of the Tree Aid team.

### **Person specification:**

#### **EXPERIENCE**

- Experience of processing post and cheques/direct debits/donations.
- Experience of managing a central team email inbox on a daily basis.
- Experience of providing high standards of support in a customer service environment.
- Experience of using mail merges or organising mailings.
- Experience of stock management.
- Experience of maintaining CRM databases, preferably Raisers Edge.
- Experience of maintaining donor files in line with procedures, legal GDPR obligations and best practice.

- Experience of communicating in an engaging and professional style verbally and in writing.
- Experience of maintaining effective paper and electronic filing systems.
- Experience of working in an office environment.

### **SKILLS/KNOWLEDGE**

- Good organisational project management skills.
- Good standard of English language, demonstrated through practical experience.
- Good standard of numeracy, demonstrated through practical experience.
- Strong IT skills including Microsoft Word, Outlook, Teams, Excel and the internet.
- Excellent attention to detail and commitment to accuracy.
- Well organised, able to plan and prioritise work within defined parameters.
- Able to work as part of a team with people at all levels (internal and external).

### **COMMITMENT**

- Empathy with Tree Aid's aims and objectives.