

Role Profile

Job Title:	Fundraising and Communications Administrator
Team:	Fundraising and Communications
Reports to:	Fundraising and Communications Manager
Period of Post:	Permanent
Location:	Based at Hansel, Broadmeadows, Symington, Ayrshire, working within the communities in which the organisation is active/potentially active (mainly Ayrshire/West of Scotland)
Hours of Work:	Normally 35 per week Additional hours may be required to be worked in order to meet the exigencies of the service
Salary scale:	The salary scale for the post is: <ul style="list-style-type: none"> • Point 19 £20,487 pro rata • Point 20 £20,904 pro rata • Point 21 £21,321 pro rata

Job Purpose:

This post will support the Fundraising and Communications team to deliver an excellent level of customer care to supporters of Hansel through the efficient administration of the supporter database, donation handling, communication and event planning.

Key responsibilities:

- Ensure that the supporter database is kept up to date with accurate and consistent records for all donors.
- To proactively develop administrative support services to deliver excellent supporter care. Follow relevant processes and produce reports as required.
- To provide support to the Fundraising and Communications Team in the delivery of fundraising and engagement activities, projects and campaigns and in the research of funding applications.
- To ensure compliance with relevant legislation e.g. Data Protection Act 2018, The Code of Fundraising Practice etc.

Key Activities:

The postholder will be responsible for the following activities:

- Ensure that the supporter database is kept up to date with accurate and consistent records for all donors, including their personal details, relationship links, marketing preferences and communications.
- To improve supporter care by understanding the reason for making donations, including via the website/portal, and update the supporter records accordingly whilst ensuring that Gift Aid opportunities are maximised.
- Ensure that donations and other correspondence are acknowledged in a timely manner.
- Assist with the creation, production and distribution of mailings, both electronic and in print, to

supporters and groups.

- Assist with the development and monitoring of digital fundraising campaigns, events and activities.
- Ensure brand guidelines are adhered to in all communications produced both internally and externally.
- Coordinate the provision of collection cans, donation buckets and donation envelopes.
- To assist with the research and submission of funding applications.
- To maintain a system for press cuttings and other media appearances.
- Assist with the organisation and delivery of fundraising and engagement activities, projects and campaigns. Attend events as required.
- Assist with the preparation of risk assessments to ensure that all activities and events are carried out to best practice standards and are organised within the Institute of Fundraising Codes of Best Practice.
- To coordinate and support the work of the Fundraising and Communications team and volunteers.
- To build and maintain positive networks with fundraisers, volunteers, supporters and Hansel team members.
- To contribute to the Fundraising and Communications Strategy.
- To support the Fundraising and Communications Manager with day to day activities or projects as required.

Organisational:

- Ensure the values of Hansel are reflected in your work and that all services provided are delivered in line with our vision and core values.
- Ensure that the rights, choices, dignity and safety of our customers are promoted appropriately.
- Assist in the development of a 'Continuous Improvement' culture.
- Represent the organisation in a professional manner at all times.
- Ensure compliance with all regulatory, statutory and legal requirements.
- Recognise and respect the diversity of internal and external customers.
- Support the wider team during busy periods and peak workloads, e.g. team member absences etc.
- At all times comply with the Health and Safety policy and procedures and draw to your manager's attention any unsafe working practice/conditions.
- Ensure you comply with your duties and responsibilities under Adult Support and Protection legislation.
- Ensure that the policies and procedures of the organisation are followed at all times.
- Attend training and supervision sessions as requested by the line manager or Service Manager.

This list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described above dependent upon the requirements of the organisation and customers.

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
EXPERIENCE		
Experience working in a customer care role, preferably within the charity sector or in an environment which generates financial income against targets	✓	
Experience of using databases, in particular consistent data entry and the collation of accurate data to provide reliable reporting	✓	
Experience in strategy delivery including analysing performance and results		✓
Experience of delivering high quality supporter stewardship that maximises fundraising income and encourages the continuation of the supporters journey	✓	
Experience of taking responsibility and making decisions within own authority levels		✓
EDUCATION AND TRAINING		
Relevant qualification in customer service or equivalent experience	✓	
KNOWLEDGE & SKILLS		
Able to effectively engage with internal and external stakeholders including team members, service users, senior leaders, supporters, corporate partners, marketing and communications agencies amongst others	✓	
High level of I.T literacy, including Excel, Word and Powerpoint Office packages, databases, data management tools and design packages	✓	
Strong attention to detail and excellent planning, organisational, administrative and reporting skills	✓	
Strong written and verbal communication skills	✓	
Excellent relationship management, listening and interpersonal skills	✓	
Able to communicate clearly, confidently, assertively and diplomatically at all levels through various communication methods	✓	
Excellent team player with a positive attitude and hands on approach whilst also being able to work using own initiative	✓	
Experience of managing a diverse workload and of supporting colleagues and volunteers		✓
Able to be proactive in implementing the Fundraising and Communications strategy, anticipating problems and seeking advice as appropriate		✓
DIVERSITY		
Champions respect for diversity	✓	
OTHER ATTRIBUTES		
An understanding and commitment to Hansel's mission and core values	✓	
An interest in the social care sector		✓
Prepared and able to work outside normal office hours to meet the exigencies of the service including evenings and weekends	✓	
Prepared to undertake a certain amount of travelling in the execution of duties	✓	
Access to own vehicle and current driving licence is required (insurance for business use may be necessary)	✓	
Ability to work effectively from home (if required)	✓	