

Job Description for Fundraising Officer

Department: Fundraising

Reporting to: Fundraising Lead

Hours of work: Part-time (between 22.5 to 30 hours per week depending on candidate)

Starting date: As soon as possible

Salary: £28,000 pro rata

Location: 40% London-based, 60% remote (although a larger office-based ratio is possible if preferred)

The charity

Think back to your school days - to that one teacher who inspired you and helped you become the person you are today. Imagine if that teacher had been so stressed with work pressures, that they left the profession for good. This is a growing reality for those in education today — with 34% of teachers planning to leave in the next few years due to stress and workload.

At Education Support, we are there for everyone working in education. Established more than 145 years ago as a benevolent fund for teachers, we understand the pressures of working in education today. Through our free helpline, grants, counselling, guidance, and professional and organisational development services, we work with hundreds of organisations and thousands of staff across the sector. The impact can be lifesaving, and more teachers, lecturers and support staff turn to us for help each year.

“Education Support was a real lifeline. They understand the pressures that teachers are under, and their lives, and make it more human,” John, a secondary school teacher.

We have ambitious plans for the future, as we grow to meet the needs of an ever-changing education sector. We are focussed on our vision of everyone working in education feeling respected, supported and resilient.

Our fundraising team relies on our Salesforce database to manage all communications with our 30,000 donors and our first-class supporter engagement in order to retain them.

Join us and make a real difference.

Job purpose

To support the activities of our fundraising department with organised, timely administrative tasks.

The role has three vital elements:

- **Data:** Ensuring all fundraising data on our Salesforce CRM database is kept up to date in an accurate and timely manner, including preparing and importing large sets of data from various sources.
- **Finance processing:** Processing income and campaign responses from fundraising activities such as appeals and magazines.
- **Supporter care:** Managing thanking and regular communications to a range of supporter groups. Acting as the first point of contact for donors and potential supporters and assisting with all campaign logistics.

We need someone who can prioritise, conduct and refine a range of administrative tasks covering supporter data, income processing and supporter care, and enjoys talking to supporters. Tasks will primarily be routine but there will be days you are dealing with the unexpected to support our vital supporters.

Duties and Responsibilities

- Enable the fundraising team to give our supporters the best experience possible
- Deliver high quality data processing and support
- Accurately record, process, and reconcile all incoming donations received by post, online and telephone
 - Run and maintain regular weekly and monthly data imports, as well as ad-hoc imports as necessary
 - Ensure data hygiene by preparing and running appropriate data checks on a regular basis
 - Record and update non-financial supporter information such as Gift Aid declarations, data protection opt outs, legacy pledges and other personal information in line with the Data Protection policy and GDPR
 - Support finance team with accurate fundraising income reporting
- Oversee the creation of weekly, monthly, and quarterly reports to support fundraising, finance department and senior leadership team
- Manage and respond to supporter enquiries via email, letter or phone where necessary and ensure donor contact details and preferences are kept up to date on Salesforce
- Respond promptly to queries from the general public and existing supporters to maximise fundraising opportunities.
- Assist the Head of Fundraising with all direct mail appeal processes
- Provide basic administrative support for Legacy notifications
- To carry out all duties in a manner that complies with all standard operating procedures, e.g. Health & Safety
- Any other duties as may reasonably be requested

- We offer flexible working with core hours 10am-3pm and 40% of time worked from the office. Please note your presence will be required in person for 80% of the time for the first month while systems are learnt.

PERSON SPECIFICATION

Skills and Attributes

- Meticulous attention to detail
 - Appreciation of the importance of carrying out key data and finance processes in a secure, compliant and accurate way
 - Good proof-reading skills
- Practical, methodical approach to solving problems
- Excellent organisational and time-management skills
- Warm interpersonal skills and confidence in engaging with people, both in writing and verbally
- Ability to produce engaging written communications
- Good telephone manner
- Able to work autonomously on defined tasks
- Able to streamline processes to create efficiencies and spot opportunities for improved supporter stewardship
- Identifies when problems cannot be solved alone, and seeks help immediately
- Works collaboratively with others across the organisation. This may include working with senior managers.

Knowledge and Experience

- Experience working with administrative tasks, including finance and communications
- Experience of inputting, manipulating and interpreting quantitative and qualitative data into CRM systems (prior experience of Salesforce would be a significant advantage)
- Strong working knowledge of Microsoft Excel (essential)
- Demonstrable understanding of the purpose of databases within an organisation, ideally with experience of fundraising databases
- Reasonable understanding of payment platforms such as Paypal and JustGiving (desirable)
- Experience working with communications platforms such as mail chimp
- Experience of a customer facing role (desirable)
- Experience of working in customer experience or supporter care

