

Fundraising and Supporter Engagement Coordinator



Job description

Salary:	£23,306 - £26,688 FTE
Contract:	Permanent, full time or part-time (minimum 0.8)
Hours:	29-36.26 hours per week (0.8-1.0 FTE)
Location:	Office based or hybrid (office based minimum three days a week)
Reporting to:	Fundraising Manager

The focus of this role will be delivery of administrative support to the fundraising team. You will be the first point of contact for new individual supporters and play a key role in our stewardship and engagement plans. You will be involved in gathering feedback and experiences from our visitors so that we can show our impact. You will have an important role to make sure our database, record keeping and financial systems are accurate and fully up to date. You will assist the Fundraising Manager to generate financial and impact reports for use internally and externally. The post holder's key tasks will be as follows:

Key responsibilities:

Supporter care and communication (30%)

- Act as the first point of contact for fundraising enquiries, including in person visits, ensuring a positive, personalised and friendly approach.
- Proactively and reactively communicate with new and existing supporters to thank and steward, in line with our established stewardship plans and practices. This will be via phone, email, letter, social media and in person.
- In collaboration with the Fundraising Manager produce materials and resources to support our stewardship of donors and supporters. This will include preparation of newsletters, social media content, marketing/fundraising materials and helping to plan and deliver supporter and participation events.
- Assist with systematic gathering and presentation of visitor feedback from a range of stakeholders including participants, group leaders, parents and teachers. This will be through face-to-face conversations, online events, surveys and through collating evidence gathered routinely by teams at Bendrigg.

Financial administration (25%)

- Working with the Finance Manager and Fundraising Manager, accurately process, record and reconcile donations received from a variety of sources.
- Log donations using a combination of manual data entry, automated imports, and third-party integrations with our fundraising database.
- Confidently run internal reports to generate statistics and impact measurements for use in our accounting and grant reports.

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- Manage the charity's Gift Aid submissions in line with HMRC guidance.

Database support (20%)

- Record supporters, donations, activities and communications accurately on the fundraising database.
- Ensure the database is fully up-to-date and complies with data protection regulations including GDPR.
- Export fundraising data and generate reports for the fundraising team.
- Maximise proficiency with the database through training, development, and opportunities to network and share best practice with other charities.
- Become the team's database expert, creating processes and procedures, being the first point of contact for colleagues with database queries and championing the use of the database among the fundraising team.

Team administrative support (15%)

- Manage our third-party donation platforms.
- Work with the fundraising team to maintain our stock of fundraising materials.
- Maintain Bendrigg's website pages related to fundraising and supporter care.
- Contribute to the planning process for the team's calendar of fundraising appeals and activities.
- Help the Fundraising Coordinator prepare for and deliver events and other community initiatives.
- With guidance from the Fundraising Coordinator, support with the induction and care of fundraising volunteers.

Office support (5%)

- Help the rest of the onsite Income & Engagement Team providing a 'reception' service including answering the door, greeting and signposting visitors, accepting deliveries, answering the main office phone and directing calls.

Further responsibilities (5%)

- Participate in the day-to-day work of the organisation – such as attending team meetings, producing reports and taking a flexible approach to general administrative duties.
- Complete internal and external training appropriate to the role.

This is not an exhaustive list, and you will be able to undertake such duties as may reasonably be expected, within the scope and rank of this post.

The logo for Bendrigg, featuring the name in a dark green, handwritten-style script. A thick, dark green horizontal line is positioned below the text, extending across the width of the page.

Person specification:

It is expected that the post holder will have the following:

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Previous experience in a customer care, supporter care, admin or finance role • Experience communicating across various channels; writing, telephone, in person and using social media • Track record of using a fundraising database or similar customer relationship management system (CRM) to record and manage data relating to supporters, customers, clients or similar - including entering information, producing reports, and importing/exporting data 	<ul style="list-style-type: none"> • Experience in some or all of the following areas: <ul style="list-style-type: none"> • The charity sector • Working with disabled and/or disadvantaged people • Direct marketing or fundraising • Handling confidential or sensitive information • Delivery or handling survey results and data
Knowledge	<ul style="list-style-type: none"> • An understanding of the role of fundraising within the charity sector • A basic knowledge of charity fundraising regulations • A basic knowledge of data protection legislation including GDPR 	<ul style="list-style-type: none"> • An understanding of the benefits of outdoor learning for disabled and disadvantaged people
Skills	<ul style="list-style-type: none"> • Confident using IT packages including Microsoft Word, Excel and Outlook • Confident in gathering and presenting quantitative and qualitative data • Able to communicate effectively and confidently with a diverse range of people, both internally and externally; developing excellent relationships in the process • Able to use initiative, contribute proactively, and provide 'hands-on' support to the team • Prioritisation, organisation and time-management 	<ul style="list-style-type: none"> • Processing financial transactions • Running data reports • Designing, gathering and presenting survey or feedback results
Attributes	<ul style="list-style-type: none"> • Empathy with the aims of Bendrigg • Approachable, friendly, and open • Enjoys working independently and as part of a team • Honest, trustworthy and reliable • Excellent attention to detail 	
Other	<ul style="list-style-type: none"> • Reliable broadband at home (for hybrid working) • A willingness to work variable hours, with occasional work at weekends, evenings and Bank Holidays 	<ul style="list-style-type: none"> • A full, ideally clean, driving licence. Bendrigg is situated in a rural location with no public transport links. Whilst a driving license is not essential, the post holder will be responsible for getting to site on required office days.



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