

# Fundraising and Engagement Coordinator



## Job description

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| <b>Salary:</b>       | £25,299 - £31,049 FTE   |
| <b>Contract:</b>     | Permanent, full time or part-time (minimum 0.8)                 |
| <b>Hours:</b>        | 29-36.26 hours per week (0.8-1.0 FTE)                           |
| <b>Location:</b>     | Office based or hybrid (office based minimum three days a week) |
| <b>Reporting to:</b> | Fundraising Manager   |

The focus of this role is delivery of support to the fundraising team as well as administrative and financial record keeping tasks. You will be the first point of contact for individual supporters and play a key role in developing and delivering 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. This is a varied role with plenty of contact with our wider staff team and supporter community and some desk-based work alongside. If you have experience in fundraising roles this would be an advantage.

## Key responsibilities:

### Supporter care and communication (40%)

- Act as the first point of contact for fundraising enquiries, including in person visits, ensuring a positive, personalised and friendly approach.
- Proactively and reactively thank new and existing supporters, via a variety of channels including phone, email, letter, social media and in person.
- Contribute to the development and delivery of a stewardship plan, with support from the Fundraising Manager.
- In collaboration with the Fundraising Manager and fundraising colleagues, 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 and database administration (30%)

- Working with the Finance Manager and Fundraising Manager, accurately process, record and reconcile donations and Gift Aid income across various platforms.
- Log donations using a combination of manual data entry, automated imports, and third-party integrations with our fundraising database.

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- Confidently run internal reports to generate statistics and impact measurements for use in our accounting, projections and grant reports.
- Ensure the database is fully up-to-date and complies with data protection regulations including GDPR.

#### **Team support (30%)**

- Manage our third-party donation platforms, ensuring accurate record keeping.
- Work with the fundraising team to create and maintain our stock of fundraising materials and resources.
- Maintain Bendrigg's website pages related to fundraising and supporter care.
- Help the Fundraising Coordinator prepare for and deliver events and other community initiatives.
- Contribute to the planning process for the team's calendar of fundraising appeals and activities.
- Provide support to 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**

- 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.**

## Person specification:

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

|                   | <b>Essential</b>   | <b>Desirable</b>  |
|-------------------|--|---|
| <b>Experience</b> | <ul style="list-style-type: none"> <li>Previous experience in a customer care, supporter care, fundraising, admin or finance role</li> <li>Experience communicating across various channels; writing, telephone, in person and using social media</li> <li>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</li> </ul>  | <ul style="list-style-type: none"> <li>Previous employment in the charity sector</li> <li>Working with disabled and/or disadvantaged people</li> <li>Direct marketing or fundraising</li> <li>Handling confidential or sensitive information</li> <li>Delivery or handling survey results and data</li> </ul> |
| <b>Knowledge</b>  | <ul style="list-style-type: none"> <li>An understanding of the role of fundraising within the charity sector</li> <li>A basic knowledge of charity fundraising regulations</li> <li>A basic knowledge of data protection legislation including GDPR</li> </ul>   | <ul style="list-style-type: none"> <li>An understanding of the benefits of outdoor learning for disabled and disadvantaged people</li> </ul>  |
| <b>Skills</b>     | <ul style="list-style-type: none"> <li>Confident using IT packages including Microsoft Word, Excel and Outlook as well as social media and programmes such as Canva</li> <li>Confident in gathering and presenting quantitative and qualitative data</li> <li>Able to communicate effectively and confidently with a diverse range of people, both internally and externally; developing excellent relationships in the process</li> <li>Able to use initiative, contribute proactively, and provide 'hands-on' support to the team</li> <li>Prioritisation, organisation and time-management</li> </ul> | <ul style="list-style-type: none"> <li>Processing financial transactions</li> <li>Running data reports</li> <li>Designing, gathering and presenting survey or feedback results</li> </ul>   |
| <b>Attributes</b> | <ul style="list-style-type: none"> <li>Empathy with the aims of Bendrigg</li> <li>Approachable, friendly, and open</li> <li>Enjoys working independently and as part of a team</li> <li>Honest, trustworthy and reliable</li> <li>Excellent attention to detail</li> </ul>   |   |
| <b>Other</b>      | <ul style="list-style-type: none"> <li>Reliable broadband at home (for hybrid working)</li> <li>A willingness to work variable hours, with occasional work at weekends, evenings and Bank Holidays</li> </ul>  | <ul style="list-style-type: none"> <li>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.</li> </ul>                |