

Cruse Bereavement Care

Job Description and Person Specification

Job Title:	Fundraising Administrator
Location:	Richmond, London
Responsible to:	Head of Fundraising and Income Generation
Hours:	20 hours per week
Salary:	£23,000 per annum (pro rata)

JOB DESCRIPTION

Purpose of the Post

This is an exciting time at Cruse Bereavement Care, with our new strategy '*Bereaved People First*', the charity is under-going significant transformation. We're looking for an organised, enthusiastic Fundraising Administrator to support our newly formed fundraising team to deliver some ambitious targets.

Working within the Fundraising team, you will be responsible for stock management and fulfilment, thanking people for donations, supporting volunteers to run fundraising events and many other activities to help drive income and show our supporters how valued they are.

Key responsibilities and duties

- Managing supporter enquiries, including taking donations over the phone and sending out information as appropriate
- Sending out thank you letters and additional information as required
- Fulfilling orders for merchandise for all supporters and volunteers
- Managing the stock levels, ensuring that we have sufficient stock available at all times
- Sending out merchandise to supporters and volunteers
- Keeping accurate and up-to-date supporter records
- Setting up local events on our events management system
- Supporting Areas on the delivery of local events, including sending out invites and materials
- Recording and monitoring complaints
- Scanning and filing
- Collating delegate packs and sending out training materials
- Managing social media promotion of fundraising events and calendar
- Building excellent relationships with supporters and volunteers
- Any other ad-hoc activity as required

PERSON SPECIFICATION

Experience

- Experience of working within a busy office environment
- Managing multiple and conflicting tasks at any one time
- Handling enquiries and complaints both on and offline
- Providing an excellent supporter / customer experience
- Delivering to a high standard and to tight timelines

Skills

- An ability to build relationships with colleagues, supporters and volunteers
- Excellent organisational skills and ability to work to deadlines and re-prioritise workload
- Ability to work on own initiative and as part of a team
- Strong IT skills, including Outlook, Excel, Word, Powerpoint and databases

Personal attributes

- Flexible, hardworking and motivated
- Ambitious, self-motivated and enthusiastic
- Willingness to be flexible and help in any task that furthers the aims of the charity
- Ability to function well in an environment where bereavement issues are constantly under discussion

Commitment

- Commitment to Cruse Bereavement Care's mission, visions and values
- Commitment to equality of opportunity and diversity