

Fundraising Data Administrator Job Pack



Thank you for your interest in joining the MRF team!

This pack will give you a sense of what it is like to work as MRF's Fundraising Data Administrator and the kind of candidate we are looking for.

If you are seeking a role that is rewarding, where every day is varied and interesting – you are in the right place.

The work you will carry out at MRF will make a difference in people's lives, both in the UK and around the world as we work to defeat meningitis.

Starting salary: £20,000 – £23,000

Location: Bristol, with home working as an option

Contract type: Full time, permanent

Benefits

•25 days annual leave pro rata plus statutory bank holidays

•6% employer pension contribution

•Employee assistance programme in place with free access to confidential, professional legal and health advice

•Cycle to work scheme

About the role

The core part of the Data Administrator's role revolves around our database, Donorflex. Here, we create and maintain records of our supporters, the events they do for us, and the money they raise to support our work. Through a mixture of data entry and importing files, you will ensure that all donations are logged correctly, in time for the monthly export. From online fundraising platforms such as JustGiving, to receiving cheques in the post, there are many ways that our supporters donate to us, and this role keeps track of them all!

Another aspect of the role is providing admin and database support to our National Events and Community Fundraisers, who help our supporters do all kinds of events from coffee mornings to climbing mountains! Part of this support includes the chance to go to our bigger events such as the London Marathon, to cheer on our runners and help look after them and their families.

As part of the Data team, you will assist with the development of the database through the delivery of various projects, with support and training from the Data & Insights Manager. There is also some scope to shape the role, as there are opportunities to develop your fundraising, database and data manipulation skills. You will have the chance to work with a bunch of talented, friendly people, who are always willing to help and offer support, and to build relationships beyond the fundraising team.

Who are we looking for?

You are passionate

You will need to be an advocate for MRF's work to defeat meningitis, assisting our fundraising team to help our supporters to achieve their goals and achieving the best for the Charity. It is through the determination of everyone involved in fundraising, both staff and supporters, that we can deliver a number of our goals as a charity. You will harness that passion to help each supporter succeed and understand what a difference they make along the way.

You are a skilled communicator

We are proud of our quality supporter communications, social media pages and in person support. You will be equally happy talking with our supporters on the phone, via email and in person. The ability to listen, understand and empathise is perhaps the most important quality of all, as many of our donors support us because they have lost a loved one to this terrible disease, and do not want anyone else to go through the same thing.

You love variety

With many different elements to the role from data manipulation, stock management and volunteer support, you will need to be flexible and adaptable. This isn't a fully desk-based job, as at different points of the year you will get the chance to meet Team MRF runners and supporters face to face by attending the events themselves and helping staff celebratory post-race receptions.

You are organised

Management of your own time and prioritizing tasks is key to this role, donations come from all sources, and putting them all together each month is a bit like assembling a jigsaw! Whilst we have systems in place to support you, our ideal candidate is someone who enjoys taking responsibility for their own workload.

You want to make a difference

Meningitis and neo-natal sepsis are the second biggest killers of infants under the age of 5 globally even though largely vaccine preventable. MRF are driven to change this by 2030 in all that we do. We also promise to continue to raise awareness and be there to support people who have been affected. If this excites you, then we think you could bring a lot to this role.

How we will support and develop you

Your skills and development are important to MRF. You will learn all about your role to get you up to speed on the various elements and tools you'll use as you settle in. Every two months you will have the opportunity to come together with your fundraising colleagues for in-depth project development and training sessions. Through regular 121s, monthly supervision and annual appraisal your line manager will ensure you are developing in your role and gaining the professional skills you need to succeed.

About Meningitis Research Foundation

MRF is a leading UK and international charity working to defeat meningitis wherever it exists.

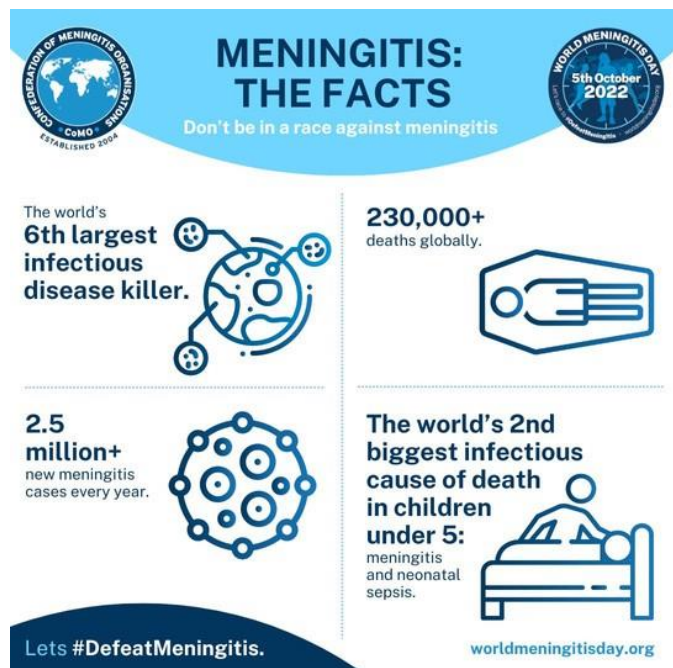
Meningitis strikes quickly and can affect anyone of any age. We are driven by the call of people who have experienced the devastating effects in their lives. Their demand is simple and powerful – to ensure “no other family has to go through what we have”.

Our vision is of a world free from meningitis and septicaemia. A world where effective vaccinations can protect everyone. A world where people who do get the diseases get the most effective diagnosis and treatments possible. A world where people affected, and their families, have the best support and information.

To achieve this, we bring together people and expertise, linking patient experience, research, policy and practice. We do this by supporting research into effective vaccines, diagnostics and treatments. We share results of the research with the public, health care professionals and research networks to raise awareness of what they can do to increase personal, family and community protection, optimise treatments and strengthen health systems.

We provide direct support to people and families affected because no one should have to go through this disease alone.

Since the 2021 launch of the World Health Organisation's first ever global roadmap to defeat meningitis, we are now underway on an ambitious new phase of development for the charity. We believe there has never been a more exciting time to join our team. We value imagination, effectiveness and productivity in our work and provide an encouraging environment for enthusiastic, dedicated staff to grow. We reward with good working conditions, competitive salaries and benefits, respect and equal opportunities.



Meningitis and Me - Harmonie-Rose

Harmonie-Rose was a toddler when she contracted meningitis. She lost all four limbs through septicaemia and is now a quadruple amputee. MRF has supported Harmonie-Rose and her family since the beginning. Harmonie-Rose is truly inspirational saying:

"It doesn't matter who you are - you can do anything if you just push yourself and practice. It'll make perfect if you believe you can achieve. And also, never give up."

You can [watch Harmonie-Rose's story here](#) as part of MRF's Meningitis and Me series.

MRF Values

Our values are extremely important to us and mean far more to us than words on a page

We are evidence-led

We pride ourselves on being grounded in facts. Research and evidence are at our core and remain essential to our work today – guided by our panel of scientific advisors and disease specialists. This approach ensures we provide considered responses to the challenges brought about by the disease, wherever they may be found.

We operate with integrity

To the people we support and work with, we are a trusted source of information and learning. We weigh all of the evidence and operate with openness and transparency to exceed expectations and deliver the best services and responses – be that helping a family or working with health organisations around the world.

We pursue our goals with determination

We will not stop until we defeat meningitis. We will relentlessly seek answers, work tirelessly with purpose and are driven by those we help. Our dedication enables the best modern science, research and on-the-ground learning to work in the positive interests of individuals, families and communities impacted by meningitis and septicaemia, both here in the UK and in communities around the world

We act with compassion

We are driven by the stories of those we work for and with. We care deeply, listen and take the best action for each unique circumstance. Whether it's providing direct support, finding the right information, or campaigning for the change that will make a real difference.

We are a passionate advocate

We are a united voice against meningitis and septicaemia and a dedicated champion for those it affects. We exist to ensure that the voices of our members, supporters and those impacted by meningitis and septicaemia in the UK and around the world, are heard and not forgotten. We are highly focused in our work and inform and advise health policy and practice, driven to make a contribution to reducing the burden of the disease and its aftermath.

We collaborate to make progress

We believe in partnership and collaboration. Whether we are supporting individuals and families who have been impacted by the disease, working with international funding partners or supporting on-the-ground health teams working in challenging environments, we combine resources and expertise to deliver the very best results. We share the knowledge we've gained through more than 30 years of work to support and enable those impacted by or battling to defeat the disease.

If you have read and understand these values and they appeal to you, they are a good indicator of what it is like to work at MRF.

All applicants will be assessed objectively on their merits in accordance with our Equality, Inclusion and Diversity Policy.

How to apply

The closing date for completed applications is 4th August 2023. Interviews will be held in Bristol or via Zoom in the week of 7th August or sooner should early candidates apply. We advise you to submit an early application to have the strongest chance of securing an interview. The interview will include a short Microsoft Excel task, which you will be told more about if shortlisted. If you have any questions or would like to discuss the role further, please email edk@meningitis.org.

Please return application forms via e-mail to beckym@meningitis.org.

Following receipt of satisfactory references, the successful candidate will be able to start as soon as possible. MRF is committed to safeguarding, any advertised role will require references and confirmation of your identity will be undertaken. Specific roles will state if there is a requirement for further checks.

Job Description – Fundraising Data Administrator

Job Purpose and Summary

We provide direct support to people and families affected by meningitis and are looking for someone who can assist our team in achieving their plans and targets. In return, you will learn about an international charity, who it supports, and a range of its activities. You will be working with a lively, friendly and varied team, and develop an understanding of charity fundraising techniques, and some of the processes involved in database management.

Reports to

The Data and Insights Manager will be responsible for your post and will ensure you have been given appropriate tasks as well as providing support and development opportunities to you in your role.

Responsibilities

- To understand our fundraising database and how it is used, and to be able to create and maintain records, acting as a key point of contact and support for the fundraising team, and wider MRF colleagues.
- To provide proactive and responsive general day-to-day administrative support to the fundraising team, seeking ways to maximise the efficiency of the department.
- To carry out routine financial administration and monitoring processes within the fundraising team
- To take part in planning and implementing data related projects, with the potential to lead on some projects, developing this role over time.
- To seek improvements to the department's processes and bring about long-term improvements to efficiency.
- Monitor levels of fundraising resources and liaise with suppliers. .
- To work with the Community and Events fundraisers to add value to our fundraising products and services.

Key Tasks

- Manage donor information within our database. Creating and updating event and contact details, communications, donation information etc.
- Reconcile and update our database against income from a range of sources and deal with inconsistencies and queries.
- Administer new online fundraising pages, set up and amend donor information, before passing to the relevant member of the team.
- Liaise with the team for the production of Thank You letters & emails to supporters.
- Work with the community fundraiser and your manager to support our office volunteer with regular tasks.
- Be responsible for the mailing of literature, fundraising packs and other materials as requested.
- Undertake other duties as reasonably requested

Person Specification

		Essential / Desirable
Knowledge and Skills	IT literate. Be able to use MS Outlook, Excel, Word and Teams quickly and efficiently	E
	Numerate – able to understand and manage financial information	E
	Attention to detail	E
	A proactive and intelligent approach to problem solving and improving administrative processes.	E
	Numerate, able to understand and manage financial information	E
	Understanding and experience of working with databases	D
	Experience of working in a fundraising context and of fundraising processes and tools	D
	Experience of working in a charity or other customer service experience	D
Personal Attributes	Self-motivated and able to work on own initiative	E
	Excellent oral and written communication skills	E
	High levels of integrity and respect for confidentiality	E
	Good listening, empathy and sensitivity skills	E
	A team worker, be able to build positive relationships, be supportive, remain calm and confident	E
General	Drivers licence	D

This job description should be taken as a general guide and the charity reserves the right to update and amend it in keeping with operational requirements, which may change from time to time.

Terms and Conditions – Essentials

Location

Your normal place of work will be at Head Office which is currently Room 715, The Programme Building 7th Floor, The Pithay, Bristol, BS1 2NB or home based with weekly visits to the Head Office and some travel across the UK for event days.

Salary

£20,000-£23,000 depending on experience, including 2% employee pension contribution + 6% employer pension contribution. Paid in arrears on or around 25th of each month.

Contract Type

Full time, permanent.

Hours of Work

36.25 hours between 8.00 am to 6.00 pm Monday to Friday, with occasional unsociable hours, there is a system of TOIL in place (Time off in Lieu)

Annual Leave

25 days + statutory & public holidays. The Charity's holiday year runs from 1st April to 31st March.