

## Job Description - Donor Support & Development Officer

### Context

We exist to defeat meningitis, this role within the fundraising team is to encourage and support individuals, groups and companies who share our vision, helping them plan, organise and run their own fundraising events.

We are seeking an enthusiastic person who will inspire others to take action, build relationships that last and ensure that income from fundraising events is maximised

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 understanding of charity fundraising techniques in general.

### Reports to

Reports to the Senior Fundraising Manager working closely with the Data and Insights Manager, Membership and Support Manager, Fundraising and Communications teams.

### Responsibilities

#### Key Tasks

#### Fundraising Administration

- Act as a first point of contact for the fundraising team. Respond to inbound enquires by phone, email and social media.
- Work with the Data & Insights Manager to ensure accurate financial records are created and maintained on time.
- Provide database support for other members of the fundraising team. Create and maintain database records including details of donor communications and activity.
- Ensure donations are appropriately acknowledged.
- Monitor fundraising stock levels and liaise with suppliers.

#### Fundraising Support

- Deliver agreed income & net targets for donor-led fundraising events.
- Ensure fundraisers receive appropriate levels of support to meet and exceed income targets.
- Ensure supporters receive resources, funding packs and access to online information on time.
- Provide support to other members of the fundraising team across a range of income streams and activities.
- Maintain regular donor communications to support, motivate and inspire fundraisers.

#### Fundraising Development

- Work with the Head of Fundraising and Senior Fundraising Manager to inspire supporters to take new or repeat action.

- Encourage participation in appropriate national events and other fundraising initiatives.
- Work with the Senior Fundraising Manager to develop new fundraising resources.
- Support the Senior Fundraising Manager in the design and development of new fundraising products or initiatives.
- Identify opportunities for the Major Gifts Team

**General, Personal & Developmental**

- Monitor progress against targets and plans, and prepare regular reports.
- Contribute to internal newsletters and supporter communications.
- Identify and recommend own training requirements.
- Support and work with other members of staff, as required.
- Any other tasks, as requested by Head of Fundraising, or Chief Executive.

## Person Specification

		Essential or Desirable
Knowledge and Skills	Ability to establish and maintain good working relationships with people from a wide range of backgrounds and to communicate at their level	E
	Good organisational and administrative skills, able to prioritise and juggle multiple tasks	E
	IT literate. Able to use MS Outlook, Word and Excel quickly and efficiently	E
	Excellent written communication skills	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
	Attention to detail	E
Personal Attributes	Excellent oral communication skills and a confident, outgoing telephone manner	E
	Self-motivated and able to work on own initiative	E
	High levels of integrity and respect for confidentiality	E
	Organised and able to prioritise own workload	E
	A team worker, able to build positive relationships, be supportive, and remain calm and confident	E
	Good listening, sensitivity and empathy skills	E