



## Job Description

<b>Job Title:</b>	Fundraising Administrator
<b>Reporting to:</b>	Public Fundraising Manager
<b>Responsible for:</b>	n/a
<b>Based:</b>	Our office is based in Angel, London, but we welcome applicants from across the UK. There is an expectation to come to the London office around 2 days a week for this role - this will be agreed with your line manager, dependent on the nature of the role and your personal circumstances. We come together at the office as an all-staff team on Tuesdays and we ask that you are able to commit to this.
<b>Hours:</b>	28-35 hours per week, open to job share or other flexible options
<b>Salary:</b>	Band E 28,503 – £32,060 per annum for a 35-hour week or pro rata

### Overall purpose

- To deliver excellent customer service to Young Women's Trust supporters, building strong and loyal relationships and to deliver timely and efficient support to the fundraising department, helping them to grow and diversify income in line with the charity's aspirations.

### Key Activities and Projects

- Be the first point of contact for Young Women's Trust supporters, managing donor enquiries and complaints and providing excellent donor care.
- Complete fundraising processes such as thanking, banking, donation processing, donation imports, Mailchimp imports, reconciliation and direct debits and financial reporting.
- Manage the info@ box on rotation for general enquiries to the charity and manage the fundraising@ inbox.
- Manage third party payment processors (e.g. Stripe, JustGiving, PayPal etc).
- Work with teams across the organisation and with young women to produce creative and engaging thank you and stewardship materials.
- Support the fundraising team with research into new supporters, funder reports and to develop fundraising communications.
- Assist the public fundraising manager with legacy administration and with community fundraising.

- Work with the Trusts & Foundations manager to submit engaging regional and national bids to small trusts and take a supporting role in larger trust applications.
- Keep up to date with sector developments and best practice in fundraising.
- Ensure all supporter records are kept up to date on the database, importing data as required, and run queries and reports to aid data analysis.
- Support the fundraising team with general administrative duties and carry out other duties in line with this post as requested and adhere to all relevant fundraising regulations.

## **Experience**

- Experience of delivering donor care or customer service.
- Experience of using a database or CRM.
- Experience of using Excel to record and analyse data.
- Experience of providing general administrative support.
- Experience of writing donor correspondence or writing customer correspondence.
- Experience of working as part of a team.

## **Skills and attributes**

- Excellent verbal and written communication skills.
- Ability to prioritise workload and meet deadlines.
- Excellent interpersonal and relationship building skills.
- Attention to detail and ability to think analytically.
- Ability to work effectively under own direction and in a team environment.
- A flexible, creative, and solutions-focused approach to problem-solving.
- Commitment to personal learning, development and improvement.

## **All staff members are expected to**

- Work out of the office in London (currently hybrid working between home and office).
- Engage with the charity's beneficiaries.
- Contribute to the strategic development of the charity.
- Attend events at weekends and in the evenings occasionally.

At Young Women's Trust we value and celebrate diversity, and welcome applications regardless of age, gender, ethnicity, disability, religion, sexual orientation or gender identity. We particularly encourage applications from communities under-represented in our sector including racially minoritised people, people with disabilities, and those from low socio-economic backgrounds.

You'll be joining a team that will embrace your ideas and support and encourage you to bring your whole self to work.