



Bristol Animal Rescue Centre Fundraising Team

JOB TITLE	Fundraising Administrator
HOURS OF WORK	Full time (35hrs / week), permanent
LOCATION	Bristol Animal Rescue Centre, 48-50 Albert Road, St Philips, Bristol BS2 0XA
PURPOSE OF JOB	To provide administrative support to the Fundraising & Communications team, including managing the supporter database, being the first point of contact for supporters, processing online and offline donations, reporting, ensuring stewardship plans are adhered to, and assisting with the planning and delivery of events and fundraising activities.
KEY RELATIONSHIPS	Fundraising and Communications team Reception team Supporters, volunteers, members of the public
RESPONSIBILITIES AND DUTIES	<ul style="list-style-type: none"> ● Be the first point of contact for supporters and members of the public ● Provide an excellent supporter experience and stewardship for all supporters, staff and volunteers by building strong relationships across the Charity to generate maximum support for campaigns, appeals and fundraising activities ● Maintain accurate and up to date supporter/supplier records on the database, for data segmentation, financial reporting and other reporting purposes ● Ensure that accurate and up to date financial records are maintained ● Responsible for providing personalised, accurate, 'thank you' communications to our supporters in person, by telephone, email or preparing letters in a timely manner ● Supporting the Fundraising and Communications team to hit income budget targets through the timely processing of donations & thank you letters ● Excellent written and spoken English with an empathetic, confident and professional manner ● Process and prepare reports and analysis of data as required, assisting colleagues to research, develop insights and gain a better understanding of the performance of fundraising activities ● Maintain documents designed to schedule, deliver and analyse newsletters, campaigns and other activities ● Ensure compliance with, and work in accordance to, GDPR regulations, the Fundraising code of practice and other Charity or sector policies ● Oversee Gift Aid record management and supporter comms to maximise tax effective giving, and work with the Finance team to generate Gift Aid claims ● Liaise with external suppliers to ensure supporter data and income is received and managed in a secure and timely manner (e.g. Recycling partners) ● Actively promote the core values of Bristol A.R.C. whilst working towards achieving the strategic objectives of the charity



Bristol Animal Rescue Centre Fundraising Team

<p>PERSON SPECIFICATION: Qualifications, Skills, Experience and personal attributes:</p>	<p>Qualifications, skills, experience and attributes required</p> <p>Essential</p> <ul style="list-style-type: none"> ● Experience of using a CRM system or database ideally within a fundraising environment, to maintain up to date supporter records and produce reports/run queries and provide data insights as required ● Excellent attention to detail ● Excellent IT skills ● Excellent communication and interpersonal skills, both written and verbal ● Confidence to manage a number of initiatives simultaneously, with excellent organisational skills and the ability to manage a varied workload ● Self-starter, focused, motivated and able to work independently and as part of a team ● A flexible approach to adapt to changing priorities <p>Desirable</p> <ul style="list-style-type: none"> ● 1 + years' experience working in a similar role ● Experience of managing a Gift Aid programme, scheduling claims and keeping records up to date ● Good knowledge of legislation and best practice relating to fundraising, including Gift Aid and Data Protection ● Experience of using email marketing platforms ● Willingness to occasionally work outside of normal office hours (e.g. to support Fundraising events at evenings or weekends) ● A personal commitment to the aims and values of the charity
<p>KEY INFORMATION</p>	<p>Salary range: £17,290 Hours: Full time (35 hrs p/w) Role type: Permanent TOIL: This role may also require work outside of normal office hours (including weekends) on occasion, for which time off in lieu is available in agreement with the line manager. Annual leave: 20 days rising to a maximum of 27 with length of service. You are also entitled to 8 public holidays a year.</p> <p>Non-salary benefits:</p> <ul style="list-style-type: none"> ● Free Employee Assistance Service ● Free eye tests ● CPD and training relevant to the role
<p>The duties listed are not exhaustive. Other reasonable duties may be required from time to time at the discretion of your Senior Manager / the CEO.</p>	