

Brain Tumour Research - Job Description

Campaign Management Executive

Job Purpose: to help deliver a superior 'supporter journey' with Brain Tumour Research; fulfilling fundraiser and supporter materials in a way that delights them. To effectively support the Finance and Operations department with the management of stock, ensuring timely and accurate recording of campaigns, stock and sales income. Work with the Finance and Operations colleagues to effectively support the fundraising and marketing teams.

Reports to:

Supporter Care Manager

Main duties:

- Overall management of all stock including merchandise and collateral
 - Accurate recording and monthly reporting
- Manage campaign registration
 - Accurate recording and timely reporting
- Manage campaign material distribution
- Maintain accurate records of collection boxes
- Coordinate and monitor merchandise sales from website, ebay and other sources
 - Liaise with Supporter Care Executive to ensure timely fulfilment of orders and ensure relevant marketing materials are included in all outgoing orders
- Co-ordinate and agree tasks for volunteers providing guidance as required
- Work with fundraising and marketing teams to ensure full understanding of key fundraising activities, campaign and marketing plans, stock levels, reorder levels and quantities
- Process credit/debit card payments for sales and donations
- Answer phone and deal efficiently with inbound queries
- Support fundraisers and other supporters to maximise their fundraising, providing appropriate advice and support and access to fundraising materials and other collateral as appropriate
- Maintain accurate and comprehensive supporter records on CRM (thankq)
- Daily review of finance system changes 'audit report'
- Support the smooth running of the office, including meeting and greeting visitors and advising receiving colleague of visitor's arrival
- Deputise for colleagues as required
- To undertake any reasonable duties as otherwise required

Proficiency in MS office, and especially excel and word is required. Experience of working with a CRM/Supporter database would be an advantage.