

Job Description:

Fundraising Administrator

Our Mission

To increase the UK investment in brain tumour research
Brain tumours kill more children and adults under the age of 40 than any other cancer, yet just 1% of the national spend on cancer research has been allocated to this devastating disease.

Brain Tumour Research is determined to change this!

We are the only national charity in the UK focused on finding a cure for all types of brain tumours through campaigning to increase the national investment in brain tumour research to £35 million per year, while fundraising to create a network of seven sustainable Brain Tumour Research Centres of Excellence across the UK.

Job Purpose:

Reporting to the Supporter Care Supervisor you will be responsible for providing administrative provision and support to the Community Fundraising Team, including liaising with supporters of the charity who are participating in events, are donors and updating information on our CRM database (Thank Q). You will also be maintaining electronic files of letters and documents such as thank you letters, event packs and legacy notifications. You will also be responsible for assisting with other administrative tasks as requires such as sorting post, working with the volunteers and liaising both internally and externally.

Contract Type: Full Time (35 hours pw) – Permanent

Salary: Circa £21k pa

Location: Head Office, Milton Keynes

Reports to: Supporter Care Supervisor

Direct reports: None.

Main duties:

- Be the first point of contact for all community group and corporate fund-raising enquiries, including monitoring incoming calls.
- Work with the Community Fundraising Managers to engage community and sports groups, schools and corporates and deliver a high level of stewardship to develop long term relationships
- Ensure fund-raising information for community groups, events, schools and companies on the charity database is up to date and relevant

- Working with the Community Fundraising Team to ensure they have good administrative support
- Work with the Community Fundraising Team and National Events Manager to ensure that the Sponsor A Day administration process is delivered to a high level
- Support the Supporter Care Supervisor and the Supporter Care Administrators at peak campaign times with general administrative duties such as processing and acknowledging donations and inputting supporter information onto the database
- Work with other teams within the charity, including Finance, PR, Marketing and other fund-raising teams in order to maximise best practice and supporter experience Comply with Brain Tumour Research's internal policies as appropriate.
- Undertake any other reasonable duties as required by the Community Development Managers, National Events Manager, the Director of Income Generation and Development and members of the Management Team, as instructed by the Supporter Care Supervisor
- Ensure that all relevant charity and other legislation is complied with.
- Deputise for colleagues as necessary to deliver an exceptional supporter experience.

Requisite Skills and Experience:

- Ability to build strong and effective working relationships and manage multiple stakeholders
- Excellent organisational skills and attention to detail
- Excellent written and verbal communication skills and ability to communicate with a wide range of people
- Some experience and/or understanding of fund-raising from working within a charitable cause
- Intermediate knowledge of MS Office (specifically Outlook, Excel and Word)
- Excellent written and verbal communication and interpersonal skills
- Ability to maintain accuracy to a high standard
- Highly organised with excellent prioritisation skills and time management