



JOB TITLE:	Fundraiser Support Officer
RESPONSIBLE TO:	Fundraiser Support Team Leader
SALARY:	£21,751 FTE
Location	Hospice in Gravesend
Hours of work:	Full Time – 37.5 hours per week (would consider part-time or condensed hours) Ad hoc requirement to work evenings and weekends as necessary, with time off in lieu.

Role overview:

We are seeking a highly motivated and enthusiastic Fundraiser Support Officer to join our dynamic Fundraising team. As a key player, you will be responsible for providing excellent fundraiser support, contributing to our growth in income and enhancing the supporter experience.

As the first point of contact for our supporters, you will ensure that queries and donations are handled efficiently, accurately and with the utmost care. Monitoring and reviewing all communications, you will respond swiftly and professionally in line with our agreed SLA's.

Your primary focus will be on three key areas:

1. Acting as the main point of contact for all supporter enquiries, providing excellent supporter care.
2. Inspiring new supporters and members of the public to join in supporting the work of **ellenor** while increasing income and reducing the attrition rate.
3. Accurately processing and recording all donations and lottery admin, providing excellent supporter care to those fundraising for **ellenor**.

To be successful in this role, you will have excellent communication and interpersonal skills, be highly organised, and have a keen eye for detail. Your passion for supporting others and your ability to build strong relationships will ensure that our supporters feel valued and appreciated.

Internal Key relationships

- Database Officer
- Fundraiser Support Team Leader
- Database & Insight Manager
- Supporter Engagement Team
- Individual Giving Team
- Finance Team

Main duties and responsibilities:

Fundraiser Support

1. Ensure that supporter records are up-to-date and personalised communication of gratitude is sent in a timely, appropriate, and friendly manner.

2. Guarantee that 95% of all thank you letters are sent to supporters within 5 working days of receiving them.
3. Proactively contact both active and lapsed supporters via phone and email to support **ellenor's** work, boost income, and decrease attrition rates.
4. Address any inquiries from **ellenor's** service users and refer them to other teams as needed.
5. Compose thank you letters and other correspondence as required.
6. Assist supporters in registering for **ellenor** events via phone and website and send their booking confirmation details.
7. Be responsible for sorting all incoming mail, processing all income, sending thank you letters, and distributing them to the relevant teams in a timely and professional manner.
8. Identify opportunities to enhance a supporter's experience through communication made or received.
9. Oversee the memory tree stewardship process where people donate to have their loved ones' names placed on our memory tree.
10. Proactively contact both active and lapsed supporters to declare their Gift Aid status and support **ellenor's** work, increase income, and reduce attrition rates.

Lottery and Raffle Admin

1. Accurately inputting data onto the database.
2. Contribute to the day-to-day operation of the lottery program
3. Receive telephone calls from players, prospective members and other enquirers regarding the lottery and react accordingly to the call ensuring that all amendments are communicated to other departments where necessary.
4. Run the weekly lottery draw when needed on a Friday.
5. Balancing and completion of end of week procedure in a timely manner to enable the weekly draw to progress.
6. Deal with day-to-day correspondence and download standing orders and direct debits, balancing in accordance with the lottery program.
7. Ensure that all work is undertaken in compliance with the Gambling Act 2005.
8. Handle the day-to-day processing and banking of responses to the **ellenor** raffles and ensuring all administration is completed in time for the draw.

Database and donation processing

1. To log supporter details onto the database accurately and quickly.
2. Process and record all donations received correctly.
3. Maintain accurate records of community, corporate and events fundraising activities on the database.
4. To batch and bank donations onto the database accurately and quickly.
5. Ensure the database is kept accurate and up-to-date by recording changes including mailing preferences, address details and financial information.
6. Assist with the weekly bank statement process and month end process.
7. Work closely with the Fundraising and Finance Departments to ensure the accurate coding of income to the correct source and supporter.
8. Ensure Gift Aid declarations are accurately validated, recorded and processed in line with agreed protocols.

General Responsibilities

1. Adhere to the Institute of Fundraising Code at all times.

2. Undertake mandatory training as required by **ellenor** and participate in appropriate education, learning and development.
3. Maintain confidentiality of all information acquired. This includes supporters, patients, carers, staff and volunteers.
4. Undertake an appraisal annually and, through self-development, continuously update and improve knowledge and competencies.
5. Respect and guide all volunteers utilised in your area and to develop effective working relationships including, when requested by management, providing regular feedback on their performance.
6. Take responsibility for being up to date with current policies and procedures and to adhere to these.
7. Co-operate fully in the introduction of any new technology and new methods of working as appropriate. Strive to have a high level of IT literacy.
8. Promote at all times **ellenor's** aims and values.
9. To be aware of guidelines stated in staff handbook and all relevant policies and procedures
10. Keep up to date on key trends, best practice and fundraising law.
11. Any other duties that may be reasonably requested.

Personal Specification Fundraising Support Officer

	Essential	Desirable
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> - Excellent attention to detail - Good I.T. skills including data entry - Numerate for dealing with debit/credit card transactions - Ability to pick up new processes and tasks quickly - Ability to manage a varied workload without close supervision - Excellent written English including spelling and grammar - Basic understand of what Gift Aid is 	<ul style="list-style-type: none"> - Using software to produce basic reports - Thorough understanding of GDPR
EXPERIENCE	<ul style="list-style-type: none"> - Experience of office work and administration. 	<ul style="list-style-type: none"> - Knowledge of CRM databases. - Proof-reading letters.

	<ul style="list-style-type: none"> - Experience of customer/supporter services and liaising with customers or supporters by phone, post, and email. - Excellent working knowledge of Excel, Word, Outlook. 	<ul style="list-style-type: none"> - Working or volunteering in the charity sector.
<p>PERSONALITY AND DISPOSITION</p>	<ul style="list-style-type: none"> - Ability to work quickly, accurately, and efficiently - Goal orientated - Team player - Customer service oriented (e.g., confident and cheerful telephone manner) - Attention to detail is absolutely key - Able to use own initiative 	