

Job title:	Fundraising Administrator
Date:	March 2025
Accountable to:	Head of Fundraising
Location:	21 Albemarle Street, London, W1S 4BS with potential for hybrid working
Contract type:	Permanent, part time; 21 hours a week (flexible work patterns considered)
Salary:	£27,000 – £28,000 per annum, pro-rata

Job Purpose

To support the Fundraising Team to grow voluntary income for the Ri, by providing excellent supporter care to existing and prospective Ri donors, administrative support to enable successful appeals and reports to supporters, ensuring excellent records management and helping to ensure that targets are met and exceeded.

Main responsibilities of the role

- Act as the first point of contact for all donors and prospective donors, taking enquiries via multiple communication channels (post, email, phone, face-to-face), providing a high level of customer service, and updating the CRM system accordingly
- To manage the fundraising CRM system (Salesforce) and collaborate with the Salesforce administrator to contribute to its development
- Responsibility for all gift administration and reporting
- Coordinate Patron and supporter renewals, process payments, donation acknowledgement and records management with direction from the Head of Fundraising and Philanthropy Manager
- Create and distribute supporter communications such as letters, e-newsletters, and forms, based on agreed marketing plans with the wider Fundraising team.
- Assist in the creation, development, and distribution of fundraising materials, such as welcome packs and appeals to different constituent groups
- Work with other departments across the organisation to maximise financial support of the Ri
- Contribute to prospect research across the three core income streams

General responsibilities applicable to all staff

- Understand and support the Ri strategy including the Ri vision, mission and aims
- Promote the Ri values and encourage team working and effective communication with colleagues
- Help achieve EDIA goals across the organisation and promote diversity and inclusion at the Ri
- Act as a representative of the Ri and deal with Ri customers, stakeholders and the public in a professional manner
- Maintain awareness of your own and others' Health and Safety and comply with the Ri's Health and Safety policy.
- Comply with and champion the Ri financial and other policies and practices including Health & Safety, Safeguarding and GDPR
- Undertake other responsibilities as may be reasonably requested of your post.

Skills, experience and knowledge	
Essential (E) Desirable (D)	
• Experience of working in a customer service role in an office environment	E
• Experience of using a CRM system such as Salesforce or equivalent	E
• Thorough working knowledge of Microsoft Office (particularly Outlook, Word, Excel, Teams and PowerPoint) and a willingness to learn and use new systems	E
• Experience in dealing with members and the general public with a friendly and professional manner	E
• Excellent telephone manner and an ability to communicate effectively to a range of audiences	E
• Able to present information, verbally and in writing, clearly and concisely, with excellent attention to detail	E
• Qualifications	
• Educated to GCSE grades A-C or equivalent qualification or experience.	E
Personal Attributes	
• Excellent interpersonal skills with proven ability to work collaboratively.	E
• Ability to find pragmatic solutions, seek improvements, and adapt to changing situations.	E
• Ability to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail.	E
• Positive "can do" attitude and willingness to support others where needed.	E
• Ability to multi-task and work in a fast-paced environment.	E
• Willingness to work evenings and weekends if required (in line with the Ri TOIL policy)	E
• Committed to the principles of EDIA	E
• An understanding of the Ri's mission and activities	D

Notes:

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible but should be regarded as providing guidelines and accountabilities within which the individual works.