

## **ACTION MEDICAL RESEARCH**

### **JOB DESCRIPTION**

<b>Job Title:</b>	Fundraising Support Officer
<b>Department:</b>	Fundraising
<b>Working Base:</b>	Home based
<b>Hours worked:</b>	21 hours
<b>Reporting To:</b>	Special Events Fundraising Manager, England

#### **Job Purpose**

The role will be hands-on within a busy team working across special events and community. The Fundraising Support Officer's main responsibility will be to help support our fundraising team deliver their fundraising strategy through a variety of activities including gala functions, community and relationship events and volunteer-led activity.

#### **Main tasks**

1. Provide day-to-day administrative support to the fundraising team.
2. Support Special Events and Community teams to manage a varied range of tasks, (this is likely to flex in line with the schedule of fundraising events throughout the year)
3. Coordinate design briefs and content across and range of event and publicity materials.
4. Produce invoices and track payments.
5. Coordinate donated auction items providing accurate descriptions, acquire images and upload to auction platform.
6. Reconcile post event auction payments and coordinate dispatch/collection of auction items.
7. Act as a point of contact for volunteers and customer enquiries, responding in a professional, friendly and timely manner.
8. Ensure that supporter records and income are accurately recorded on The Raisers Edge database and that all donors receive the information they require in an appropriate, friendly and timely manner.
9. Coordinate content for digital communication via email client (Dot Digital) and social media channels.
10. Monitor and report on online and text to donate services.
11. Work with colleagues across the organisation to deliver a positive and effective supporter experience of Action Medical Research.
12. Demonstrate excellent attention to detail and a logical approach to tasks.
13. Undertake other duties of a compatible nature that may be required by the Director of Fundraising.

*This Job Description is a statement of requirements at the time of writing. It should not be seen as precluding future changes after appointment to this role.*

## **Person Specification**

### **Skills**

- Excellent administrative skills.
- Excellent oral and written communication skills.
- Outstanding time management and organisational skills, with careful attention to detail.
- Ability to prioritise workloads arriving from various project leaders.
- Sound judgment and ability to exercise discretion when dealing with confidential information regarding Action's business and sensitive donor information.
- Collaborative style, combined with the ability and desire to work in a team-based environment.
- Understanding of digital technology.
- Able to manage multi-faceted projects and perform well independently under pressure in a fast-paced, multi-tasking, and deadline-driven environment

### **Experience**

- Office based administrative experience in a fast-paced and busy environment
- Experience of customer services and ideally some experience of supporting the organisation of events.
- Experience of maintaining electronic and paper administrative and information systems.
- Experience of using Windows-based software packages including Word, Excel and, Outlook and the internet to deliver tasks and projects.
- Working knowledge of Raiser's Edge/NXT (or similar CRM database) and prospect research tools.
- Working knowledge of print and design.
- Experience of working with volunteers.

### **Special Conditions**

- To be flexible with regard to working hours where requested (some out of hours work will be necessary).
- Clean UK driving licence.