

ACTION MEDICAL RESEARCH

JOB DESCRIPTION

Job Title:	Fundraising Support Officer
Department:	Fundraising
Working Base:	Home based (with occasional travel to meetings in the UK)
Hours worked:	28 hours (with capacity to take on additional hours through busy periods)
Reporting To:	Special Events Fundraising Manager

Job Purpose

This is a varied hands on-role within a busy team working across Special Events and Community Fundraising. You will be the go-to person for administrative and logistical support, keeping projects on track, ensuring supporter and volunteer communications are delivered on time, and managing crucial event platforms. Your work will directly contribute to raising the funds that make possible life-changing medical research for children.

Main tasks

1. Provide day-to-day logistical and administrative support to the team, managing a varied range of tasks.
2. Management of silent auction platforms for various social events, coordinating product details and imagery of donated items, liaising with donors and uploading to the online platform.
3. Supporting communications with previous auction donors and assisting with the supply/delivery of item to winning bidders.
4. Supporting elements of live auction product information and imagery.
5. Coordinating promotional and supporter journey digital mailing requests from colleagues using Dot-Digital platform including the effective management of workflows through some very busy periods.
6. Completing supporter care contact calls for event specific and general customer enquiries.
7. Manage and update records keeping accurate records of interactions with prospects and supporters on Raiser's Edge database.
8. Work with colleagues across the organisation to deliver a positive and effective supporter experience of Action Medical Research.
9. Undertake other agreed 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

Qualifications & Education

- GCSEs (or equivalent) in English and Maths.
- IT literacy with evidence of using a range of digital tools.

Skills

- Excellent written and verbal communication skills.
- Strong organisational skills and time management abilities, with the capacity to handle multiple tasks and meet deadlines.
- Accuracy and attention to detail in all work.
- Ability to work independently, proactively solve problems, and perform well under pressure in a fast-paced environment.
- Collaborative approach, with the ability to work effectively in a team.
- Competent in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) or Google Workspace equivalents.
- Comfortable learning and adopting new digital tools and systems quickly.
- Sound judgment and discretion when handling confidential information.

Experience

- Proven administrative experience in an office or remote-working environment.
- Skilled in managing records, data entry, and basic database maintenance using Raiser's Edge/NXT or similar CRM systems.
- Experience using digital mailing platforms (e.g., Dot Digital, Mailchimp, Constant Contact, Campaign Monitor) to create, schedule, and manage bulk email campaigns.
- Proficient in adopting and utilising digital tools in a professional context.

Desirable Criteria

- Previous experience in a charity, fundraising, or events environment.
- Knowledge of GDPR and data protection best practice.
- Experience producing basic analytics reports from digital platforms.
- Understanding of silent auction platforms (eg Givergy, GiveSmart, Superstars, BidIn)
- Familiarity with social media tools for event promotion.
- Experience using design tools such as Canva.