Fundraising Database Assistant - Job description

Role information
Department: Fundraising

Job Title: Fundraising Database Assistant

Grade: C

Responsible to: Fundraising Manager

Date: September 2024

Purpose of the job:

To assist the Fundraising Manager and the wider Fundraising team in delivering tailored supporter care, administration and efficient donation processing. This includes being an advanced user of the fundraising database, to manage the import of one-off and batched income, as well as corresponding with supporters with professionalism and providing them with timely responses online, over the phone, and in person.

Duties and responsibilities

Supporter care

- Be the main contact for general fundraising correspondence and enquiries, signposting to Fundraising team members and dealing directly with supporters.
- Assist the team by registering participants, responding to queries, sending out packs and monitoring online fundraising pages.
- Drafting tailored correspondence to ensure that donors are thanked in an appropriate, timely manner and feel valued.
- Assist all members of the Fundraising team with administrative tasks
- Assist with the development of the Family Fund lottery, by providing administrative and data processing support.

Database administration

- Accurate data inputting of donations, fundraising, event bookings and changes to supporter records.
- Process supporter donations from a variety of income streams including cheques, credit and debit cards and postal orders in a timely manner, processing donations by batch.
- Creating bespoke income stream reports from the CRM and other fundraising systems
- Record income budget codes for incoming donations and liaise with the Finance team and other relevant staff when required to reconcile income.
- Electronically import income from a variety of sources into the fundraising database.
- Support the Finance team with Gift Aid claims, producing accurate reports.
- Support other staff in their use of the fundraising database by managing the dashboard and uploading batches of data with a knowledge around consent and fundraising.

Reporting and compliance

- Ensure all donor records are up to date, including valid consent and Gift Aid declarations.
- Ensure high standards of quality and consistency for all supporter data entry, enabling Family Fund to be compliant with the current Data Protection Act.
- Administration of the fundraising staff leavers' process, ensuring all personal data is removed from any fundraising system and access to systems is removed.
- Work with the wider Fundraising team to set up and produce fundraising reports on the fundraising database.

General

- Coordinate the booking of rooms and facilities for the Fundraising team as needed.
- Maintain the fundraising stock, monitoring levels of stock and informing the team when orders need to be placed.
- Ensure that all administrative processes are mapped out, tested, reviewed and available for the team to be able to carry out as and when needed, especially in times of absence.
- Maintain the Fundraising SharePoint filing systems, creating a library of folders working with the whole team to establish a usable format.
- Conduct research on prospective donors, including individuals, corporations, and foundations, to identify new funding opportunities and support donor cultivation efforts.
- Take part in staff and team meetings as required.
- Carry out other appropriate duties as required.

Person specification

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Experience

- Experience of data entry and creating reports on customer relationship management (CRM) database systems in a supporter or customer care role
- Working in a busy team
- Carrying out duties in response to requests from different colleagues
- Excellent attention to detail and accuracy
- Excellent written and verbal communication skills and the ability to respond to queries from people at all levels

Desirable

- Experience of working in fundraising/charity environment

Skills, knowledge, and abilities

- Fully competent in Microsoft Office, particularly Word, Excel, Outlook and SharePoint
- Experience of using CRM database systems, preferably Salesforce
- Knowledge and ability to manage computer and hard copy filing systems
- Communication skills, written and oral
- Excellent interpersonal skills
- Literacy, numeracy and accuracy skills
- Excellent document presentation skills including the ability to draft sensitive, professional correspondence
- Knowledge of data protection and dealing with confidential information
- Ability to use initiative
- Ability to cope with a varied and demanding workload
- Ability to work proactively as part of a small team
- Ability to work under pressure and to deadlines

Desirable

- Understanding of Gift Aid

Education/training

- No formal qualifications required

Personal attributes

- Positive and innovative approach to supporter care
- Ability to be an advocate for Family Fund by communicating its mission with empathy
- Committed to continuous improvement
- Open and participative style of working
- Flexible and adaptable to work demands and changes
- Commitment to Family Fund's values
- Commitment to equity, diversity, inclusion and fairness for all
- Commitment to safeguarding