

National Animal Welfare Trust

Job Description

Title:	Fundraising Admin Assistant
Location:	Watford Head office based
Salary:	£13,000 per annum (£12.50 per hour)
Hours:	20 hours per week (working pattern can be flexible)
Term:	Permanent (3-month probationary period)
Reports to:	Fundraising Manager

Purpose of the post

The Fundraising Admin Assistant is responsible for processing donations, maintaining accurate supporter records, and carrying out day to day database maintenance activities as necessary to support the Fundraising & Marketing team in maintaining consistent and timely communications with the charity's supporters.

Duties and Responsibilities:

Responsibility of this role covers the maintenance of the CRM Database, processing of donations and direct debit instructions, handling of supporter enquiries and related administrative assignments that are required for the effective delivery of stated responsibilities.

- Open, process and file supporter donations, accurately inputting data into the CRM database before passing cheques to the finance team for banking
- Maintain accurate supporter data within the CRM database, to include the creation of new supporter profiles, processing of supporter data changes, mailing returns and database removals
- Download donation data from various digital platforms and import that data into the CRM database
- Answer the phone and handle supporter enquiries
- Mail supporter thank you notes via a Digimail system
- Maintain accurate records for new and existing members of various charity initiatives, such as pet care services and memberships.
- Keep accurate records of regular givers to the charity and work with the Finance team to allocate payments received into the bank
- Manage supporter enquiries received via the website
- Assist with legacy enquiries and administration of estates
- Scan and file paperwork before securely destroying the hard copies
- Support the Operations team to maintain accurate data on the animal database
- Participate in activities that contribute to the smooth operations of the organisation

- Provide cover for team holidays, to include handling social media enquiries, website maintenance, dealing with urgent requests and other administrative duties
- General administrative activities within the Fundraising & Marketing department

CANDIDATE SPECIFICATION		
Experience/Skills	Desirable	Essential
Full driving licence and access to car		Yes
The ability to work unsupervised and adhere to deadlines		Yes
Strong organisation skills and attention to detail		Yes
Good overall IT skills, including Microsoft Office and excel		Yes
Excellent telephone manner, communication and interpersonal skills		Yes
The ability to organise and prioritise workloads		Yes
The ability to be flexible and work as part of a team		Yes
Experience using Raiser's Edge or a similar charity database	Yes	
An empathy with the aims of NAWT plus a genuine interest in animals and their welfare	Yes	

THE PERSON
<p>The successful candidate will be reliable, conscientious and committed to providing timely and accurate information. You will have a positive and proactive approach to work with excellent customer service skills. You will be able to work on your own initiative as well as being able to work cooperatively with a range of colleagues and have an organised and structured approach to your work. You will have an analytical mind and strong attention to detail. You will be discreet and honest, understanding the confidential nature of some of the information you will be working with. You will show a commitment to the aims of the National Animal Welfare Trust and be willing to learn and follow instructions.</p>