

JOB DESCRIPTION

Administrator – Fundraising & Communications

Closing Date:	Monday 25 th April, 5pm
Interview date:	Tuesday 3rd May (digitally)
Contract Details:	Duration: Permanent
	Contract: Part-time, 28 hrs per week
	Salary: £19,764 per annum FTE (pro rata £14,957)
	Location: Hybrid working (a combination of working from home and a local office base in either Glasgow or Edinburgh)



April 2022

Dear Applicant,

Thank you for your interest in working for LGBT Youth Scotland.

Who we are:

We are Scotland's national charity for LGBTI young people providing spaces for lesbian, gay, bisexual, transgender and intersex young people aged 13 to 25 to explore who they are in a safe and affirming way; to unlock their potential helping them feel confident, resilient, and optimistic for the future.

Our vision is to make Scotland the best place to grow up for LGBTI young people. For the last 30 years we have played a leading role in the provision of quality youth work to LGBTI young people that promotes their health and wellbeing and are a valued and influential partner in LGBTI equality and human rights.

To enable us to deliver our work we have a team of around 45 staff supported by over 100 volunteers based across the country. To find out more, please visit our website at www.lgbtyouth.org.uk where you can view the many aspects of our work.

You can also download a copy of our most recent strategy here:

<https://www.lgbtyouth.org.uk/media/2312/lgbtys-strategy-refresh-2020.pdf>

How we work:

LGBT Youth Scotland is focused on being led by young people while supporting them to develop in a safe and supported environment. We achieve this through our excellent team of staff and volunteers who all make a significant difference in young people's lives. It is our passion and drive to support young LGBTI people across Scotland that defines us as a team and underpins all we do.

We believe that supporting our staff and volunteers to be healthy, safe, and happy in their roles is essential to delivering high quality services. We invest in our team so we can be the best we can be and to better support the young people we engage with across Scotland.

Our values are also important to us. We are committed:

- To promote equality and human rights
- To take a community learning and development (CLD) approach
- To be reflective, accountable and ensure quality in what we do
- To be innovative and fun

We work to ensure that our services are accessible and young people's experience and outcomes are positive and that there is an inclusive working environment for all staff and volunteers.



Equality Statement

LGBT Youth Scotland embraces and celebrates diversity and equal opportunity for all. We are committed to building a diverse and inclusive team which leads to better discussion, decision making and impact. We want to hire the right candidate for each role and are committed to promoting the human rights and dignity of each human being, including equality of opportunity inclusive of sexual orientation, gender or transgender identity, race, age, disability, religion or belief and socio-economic status. We work to ensure that our services are accessible and that there is an inclusive working environment for all staff and volunteers. We support flexible working arrangements and adjustments where needed.

Your New Role:

As the Administrator for the Fundraising and Communications team, you will play an important part in helping us raise income and awareness to ensure we can continue to support LGBTI young people all over Scotland. We are looking for an individual who can provide high quality administrative and operational support with strong organisational and communication skills. As the team grows you will support them, and our supporters, to ensure we deliver our fundraising and communications efficiently and with impact.

Your employment will be confirmed after successful interview and any necessary checks including a basic disclosure, references, and your right to work in the UK. If you feel you have the relevant experience and can meet the essential criteria in the job role, we would love to hear from you. We always welcome applications that clearly demonstrate the skills and criteria we need, whether that be in a professional or volunteer capacity. We also appreciate that the best person for the job might not have all the essential and desirable criteria, so if you are unsure whether your skills and experience fit the specification, please contact Dorothee.Weber@lgbtyouth.org.uk for an informal conversation prior to applying.

We look forward to receiving your application.

Ali Kerr

Head of Partnerships



Terms and Conditions

- **Job Title:** Fundraising & Communications Administrator
- **Pay:** £19,764 per annum FTE (pro-rata for part-time staff)
- **Duration:** Permanent
- **Location:** Hybrid working from home and a local office base in either Glasgow or Edinburgh
- **Hours:** 28hrs per week
- **Leave:** 35 days per annum inclusive of 10 days over Christmas and New Year (pro rata for part-time staff)
- **Probation:** 6-month probation period
- **Pension:** Opportunity to opt-in to TPT Solutions Flexible Retirement Plan
- **Benefits:** Enhanced sickness, maternity, paternity, and adoption policies. Flexible and agile working options. Additional leave after 3 years of service. Up to 3 paid days a year to volunteer for another organisation.

How to apply:

Visit <http://www.lgbtyouth.org.uk/jobs/vacancies> and fill in the online application form for your chosen job. If you want to help us make LGBT Youth Scotland a more diverse organisation then please also fill in the equal opportunities monitoring form which is kept separately from your application form and is not used as part of the short-listing process.

Please e-mail helpdesk@lgbtyouth.org.uk if you need the application form in an alternative format including large print. Shortlisted candidates will be invited for an interview held digitally.

For more information or guidance on this position contact: dorothee.weber@lgbtyouth.org.uk



ROLE PROFILE

Role Title: Fundraising & Communications Administrator	Team: Relationships & Partnerships Location: Hybrid Working from both home and an office based in either Glasgow or Edinburgh	
Pay: £19,674 per annum FTE (pro rata for part time) Hours: Perm, part-time, 28 hours per week	Reports to: Fundraising & Communications Manager	Agreed by: Ali Kerr, Head of Partnerships Date: 31 st March 2022
Core Purpose of the Role: <ul style="list-style-type: none">• To provide effective administration support to the Fundraising & Communications (F&C) Team• To liaise with key staff in the F&C Team and supporters of the charity including donors, funders and the media, always providing a professional and efficient level of service, and contributing to the success of our fundraising and comms through excellent supporter care.		
Principal Responsibilities: <ul style="list-style-type: none">• To provide administrative support to the Fundraising and Communications Manager as needed.• To support the delivery of the Fundraising Strategy• To contribute to the retention of individual and corporate supporters through a calendar of regular communication• To process all Fundraising & Communications enquiries by phone and email - responding directly, ensuring supporters feel valued and respected, or passing to the right member of the team.• To process all fundraising donations by logging them, thanking donors and complying with finance procedures.• To produce monthly donation reports and highlight trends.• To develop administrative systems which contribute to the efficiency of the team and make the best use of our human and IT resources.• To provide administrative support to fundraising and communications campaigns and appeals, ensuring they are efficient and impactful.• To maintain F&C accounts on Donorfy (CRM), ensuring data is clean and compliant.• To use Donorfy Data to produce reports and integrate applications such as Justgiving, Mailchimp and Eventbrite.		



- To work independently on tasks set by the team and also work collaboratively to support the Fundraising & Communications team to develop ideas and solve problems.
- To support LGBTYS events as needed.
- To support any volunteers working within the F&C team.
- To carry out such other duties as agreed with the organisation.

Responsible Standards:

- To work in line with the values and standards of the charity
- To adhere to organisational policies within all aspect of practice

CANDIDATE SPECIFICATION

	Essential	Desirable
Education & Experience	<ul style="list-style-type: none"> Demonstrable experience in an administrative role 	<ul style="list-style-type: none"> A relevant qualification Experience of working in the Third Sector
Demonstrable Experience, Knowledge and Expertise	<ul style="list-style-type: none"> Experience of working with a range of online tools and platforms Ability to learn quickly Proficient in the use of Microsoft Teams and Microsoft Office applications, with strong keyboard skills Demonstrable experience using a CRM to manage supporter data Excellent excel data management skills Experience of working in a team and able to use own initiative Excellent oral and written communication skills and telephone manner Deadline-driven and highly organised Keen eye for detail and the ability to prioritise workload 	<ul style="list-style-type: none"> Specific experience of using Donorfy Fundraising and/or donor stewardship experience Knowledge of working creatively within an organisational brand. Knowledge of equalities issues and the issues affecting LGBTI young people
Critical Personal Attributes		
Delivering results	<ul style="list-style-type: none"> Highly organised with a commitment to effective planning, delivery, and monitoring of work Enjoy streamlining processes and identifying areas for improving workflow Flexibility in approach and delivery of work 	
Personal effectiveness	<ul style="list-style-type: none"> Ability to confidently communicate with others to convey key messages Ability to adapt to change, solve problems and take on new challenges A team worker who can engage and work with colleagues across the charity 	
Person centred	<ul style="list-style-type: none"> Confident dealing with external stakeholders and colleagues 	
Initiative	<ul style="list-style-type: none"> Proactive in working towards programme development and improvement Ability to think outside the box and come up with new ideas for improvement and streamlined systems 	