

**Role Profile – Fundraising Administrator**

**Reports To:** Head of Fundraising

**Role Purpose:**

This role is central to the coordination of the fundraising and supporter care team for both Sight Scotland and Sight Scotland Veterans. The Fundraising Administrator role will be responsible for being the link person between the finance team and fundraising team to ensure income is appropriately recorded. The post holder will also be responsible for proving excellent donor care to all those who support Sight Scotland Veterans. The role will include processing our regular donations via Direct Debit for both charities using our Raiser’s Edge database.

The role requires excellent attention to detail, accuracy and time management as well as the ability to work effectively with team members and other departments.

All roles within Sight Scotland and Sight Scotland Veterans are expected to work to our values and Our Ways of Working framework:

**Diagram

Description automatically generated**

**Our Ways of Working - Managing my Work**

**The main responsibilities and accountabilities of this role are:**

* Support the fundraising team in receiving donations both by post and telephone for both charities
* Accurately add gifts on to Raiser’s Edge NXT from all online fundraising platforms i.e. JustGiving and our online donation platforms
* Process and administer all elements of our regular donations on a bi-monthly basis and identify any trends with the fundraising team
* Perform monthly reconciliations between fundraising and finance
* Processing all donations received for Sight Scotland Veterans
* Administer all thank you letters and emails to Sight Scotland Veterans donors
* Liaise with the finance team during the annual audit to provide supporting documentation for fundraising income
* Support the Planned Giving Officer with Gift Aid Claims and ensure that relevant audit trails are retained
* Bank income at least once per week
* Process the monthly bank transfer
* Administer all related administration in relation to the following (but not limited to) payment providers Stripe, PayPal, Enthuse and CAF, ensuring donors are identified, thanked and added to our database
* Liaise with your fundraising colleagues with income directly to the bank account, ensuring it is coded correctly and the relevant colleagues enter the data and thank accordingly
* Responsibility for ensuring that we have up to date Gift Aid declarations for all supporters
* Support the Planned Giving Officer with any database or systems requirements
* Support the Relationship and Supporter Care Fundraiser with administration and sales of merchandise
* Manage the Privacy email account and update records accordingly.

**Other**

* To be an enthusiastic and pro-active member of the fundraising team and the wider marketing department with a close involvement in team meetings, projects and training sessions
* Support fundraising projects and appeals where necessary, working as a team to collectively deliver the fundraising strategy throughout the year and exceed income generation targets
* Attend external fundraising conferences, groups and training where appropriate to ensure sector developments and trends are identified
* Adhere to the highest standards of fundraising practice
* Ensure that all activities comply fully with the relevant Data Protection obligations and any other legislation
* Keep up to date with changes in legislation.

**Contribute to the work of the Marketing and Communications department**

* Support cross team projects and events
* Work effectively and collaboratively with colleagues across the department
* Where needed represent the organisation at conferences, exhibition stands and events.

**Our Ways of Working – Managing Myself and Managing my Relationships**

**To do this role, you will have:**

Professional experience of:

* Using a CRM database, preferably Raiser’s Edge 7 or NXT.

Knowledge of:

* Charitable sector

Skills:

* Strong administrative and organisation skills
* Data entry skills with a high level of accuracy and attention to detail
* Good understanding of the Microsoft 365 suite and strong digital literacy IT systems
* Strong numeracy skills
* Ability to prioritise workload and multi task
* Excellent customer service skills with a friendly and confident telephone manner

Other:

* Ability to work flexibly including evenings and weekends

**On a day to day basis you will work with different people and teams, these could be:**

* Heads of Service
* Directors
* Senior Leadership and Management Teams
* Service Users
* Families
* Colleagues
* Other Sight Scotland services
* Senior Staff

**Requirements of this role are:**

* You are a member of the PVG scheme (paid for by Sight Scotland)
* You will have a 6 month probation period
* That you participate in all staff training and development and maintain your own professional development
* You will wear the appropriate PPE in accordance with current guidance for the role.
* You will follow Sight Scotland’s guidance, policies and procedures relating to your own health and safety and that of colleagues and service users at all times.
* You will uphold the principles of Sight Scotland’s Dignity at Work and Equal Opportunities policies at all times, working in a way which supports an inclusive work environment that is respectful of differences.

**What we can offer you:**

* Generous pension scheme
* Discounts for Carers
* Access to learning and development opportunities
* Employee Perks through the Employee Assistance Programme
* Cycle to Work scheme
* And many more, please visit our website for more information

This job profile is not exhaustive. The duties of the post holder may be reviewed from time to time and the employee may be called upon to work in other locations within Sight Scotland or Sight Scotland Veterans.