

Job Description: Communications and Supporter Care Administrator



Purpose of Job:

The main purpose of the post is to provide administration and systems support to the communications, supporter care, fundraising, event marketing, trust and foundation functions of the organisation.

Full-time, 35 hours per week

Reporting relationship: Reports to the Communications and Supporter Care Manager

Main Duties and Responsibilities in Supporter Care

To support Prostate Scotland's activity with supporters, potential supporters, and enquirers

- Managing the info email box including email enquiries, form submissions from website and distributing all enquiries to the Prostate Scotland team
- To maintain and develop Prostate Scotland's individual fundraising systems and supporters database
- To update active supporter information on supporters database
- Proactively manage long term supporter relationships
- Research and update organised active event pages on website e.g. EMF, Kiltwalks, Zipslide
- Responding to phone enquiries and members of public dropping into office

To support and administer local level giving, working with local fundraisers and volunteers to help them with their fundraising activities

- Handling and supporting various organised active event fundraisers throughout their fundraising journey, from event registration to merchandise requests, event inquiries, and fundraising page creation. Sending t-shirts or running shirts
- Handling and assisting many personal event fundraisers (such as social nights) throughout their fundraising journey, advising on merchandise and information/awareness pamphlets, registering merchandise requests, replying to any event concerns such as event planning, fundraising page setup.

To communicate with supporters and administer donations via electronic giving, e.g. JustGiving, Enthuse, Stripe, WordPress

- Recording and coding donations on cheque and cash log including digital copies of cheques; tracing BACS donations; follow up on pledged donations; recording donations with multiple income streams
- Providing and recording receipts to donors, providing, and recording Purchase Orders as required
- Writing thank you letters for donations plus certificates of thanks for active fundraisers

To input to plans for the development of local and individual giving initiatives and assist with plans to promote Prostate Scotland

To develop, source and manage branded fundraising merchandise

- Pack and send event merchandise and organise the return of bulky event merchandise on loan
- Occasionally create fundraising materials inhouse such as fundraising pack, tee signs for golf, concert programme
- Implement software for merchandise stock control
- Co-ordinate collection merchandise e.g. cans, buckets, badge boxes
- To assist with our PROSPACK project by checking stock levels

To attend and represent Prostate Scotland at local fundraising and supporter external events

- Planning PS branding for, and occasionally attending fundraising events such as EMF, Kiltwalk, cheque presentations
- Managing, recording, and sometimes preparing for and attending, cheque presentation and speaker requests. Collaborating with Volunteer Co-ordinator to support attendance of Prostate Champions at external events
- Assist with plans to promote Prostate Scotland

To work with, and provide reports and updates to the Communications and Supporter Care Manager

- Assist the Supporter Care and Information Assistant in compiling monthly reports from Stripe, JustGiving and Enthuse

Main Duties and Responsibilities in Communications

- Assist with the co-ordination and development of communications activity with supporters and service users as part of communications and supporter care team
- Assist with writing content for social media and website news pages
- Establish and organise digital image library
- Request and manage digital photos and images, develop digital images for communications
- Assist with desk top publishing and development of marketing materials
- Contribute to prostate awareness work

Other Responsibilities

To contribute to the Prostate Scotland team and support the running of Prostate Scotland events;

- Contribute ideas to communications activity with supporters and service users as part of communications and supporter care team

To undertake such commensurate duties as may from time to time arise and as agreed with the Director, Communications and Supporter Care Manager and Fundraising and Partnership Manager

Person Specification

Essential Experience:

- Experience of administration
- Experience of customer facing work and liaison with individuals
- Experience of databases and systems administration
- Experience of drafting correspondence
- Experience of co-ordinating or working on projects
- Experience of working on/delivering events

Knowledge:

- Some understanding of fundraising

Skills and Abilities:

- Good customer care and interpersonal skills in dealing with customers/donors and members of the public
- Administrative Skills
- Capable of being a self-starter and taking forward a work programme/project
- Good digital and IT communications skills

- The ability to research/discover information
- Office computer skills - familiarity with Microsoft Office and with databases
- Willingness to learn
- Willingness to attend events and to engage with local groups

Desirable

- Desktop publishing skills
- Some knowledge of prostate cancer and disease

Prostate Scotland provides an ever-evolving service and staff are expected to participate constructively in Prostate Scotland activities and to adopt a flexible approach to their work.

The job description is not intended to be exhaustive and is indicative of the nature and level of the responsibilities associated with the post at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations cannot of themselves justify a reconsideration of the terms and conditions of employment associated with the post.