



Job Description

JOB TITLE	Fundraising Administrator
LOCATION	Hybrid, Edinburgh Office (expected to be in the office twice a week)
HOURS	Part-time, 25 hours per week (will consider fewer hours to a minimum of 22.5 hours per week)
SALARY	£ 26,228 pro rata per annum
REPORTING TO	Fundraising Manager

Job Purpose

This role provides essential fundraising administration, as well as communications and database support to ensure the smooth and efficient operation of the day-to-day running of the organisation. This role is crucial in supporting the wider team, managing donor relationships, fundraising activities, and maintaining accurate records within the charity's CRM system, Beacon.

Main Duties and Responsibilities

Administrative support

Provide core administrative support across the organisation, which may include:

- Acting as the point of contact for all phone and email enquiries providing high-quality experience in a timely manner.
- Supporting with taking meeting notes and actions as required for circulation.
- Supporting with Microsoft Teams administration, including agenda setting and calendar arrangement.
- Sending out materials to health and care partners and musicians, as requested by the live music team.

Fundraising and communications support

- Oversee our annual Christmas cards sales, including ordering, working with the Communications and Marketing Manager on the marketing plan and tracking and working with volunteers to fulfil individual orders.
- Lead on monthly Gift Aid claims and annual Gift Aid renewal campaign.
- Process over the phone donations using the Stripe payment systems.

- Ensure accurate reporting of donations across Beacon, working with the Finance team to identify and code donations.
- Work closely with the Fundraising Manager to organise annual thank you campaign for engaged donors.
- Play an active role within campaigns and appeals to provide support with campaign/platform set up, drafting basic copy, monitoring donations and post campaign analysis.
- Provide social media and email communications support with scheduling and responding to direct messages and comments.
- Work with the Trust Fundraiser to amend and send smaller value template trust applications.
- Support with creating and sending out thank you letters and cards to donors and funders.
- Take responsibility for co-ordinating volunteers, particularly for in-office support of tasks e.g. mailings, phone calls.

Office duties

Maintain the Edinburgh office space to ensure it is a safe and comfortable environment for all to work in, which may include:

- Handling incoming and outgoing post in the office, including posting equipment to staff and managing the franking machine.
- Managing an inventory of office, promotional and fundraising supplies and place orders as required to maintain stock levels.

Financial processing

- Bank cheques and cash received into the Edinburgh office in a timely manner to support the Finance team.
- Ensure all data in Beacon is accurate across to our financial system.

Database and Systems management

Ensure our systems are up to date and act as the main point of contact for processing donations between finance and fundraising teams, which may include:

- Act as one of the Beacon administrators and the super user for income generation processes, sharing knowledge to support other users with problem solving in the system.
- Ensure system integrations within the Beacon CRM are up to date.
- Update regular direct debits and standing orders in Beacon when they are paid.
- Adding any postal or bank transfer donations and contact details to the Beacon CRM.
- Use the import and export function to ensure all information from third party platforms are up to date in Beacon and all postal mailing lists are correctly generated.
- Conducting ongoing data cleansing and sorting, keeping records up to date in Beacon.
- Supporting with and maintain the organisation's Knowledge Library on SharePoint.

General

- Compliance with Music in Hospitals & Care policies.
- Act with integrity and maintain the highest professional standards at all times.
- Carry out other duties as necessary to meet the needs of the organisation.
- Commitment to the organisation's aims, values and equity, diversity and inclusion.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

Person specification

	Essential	Desirable
Experience	Working in an administrative role within an office environment. Maintaining a database or CRM system for data entry and reporting.	Working in the charity or not for profit sector. Using Beacon CRM.
Knowledge and skills	Excellent verbal and written communication skills. High standard of accuracy and attention to detail. Excellent organisational skills and ability to manage multiple priorities. Proficiency in using standard Microsoft 365 software.	Data protection and fundraising best practice. Understanding of current Gift Aid regulations and practices.
Personal attributes	Ability to work effectively and positively as a team member. A team player who can collaborate effectively with different departments. Empathetic and positive attitude. Problem-solving capability and a proactive attitude.	Genuine interest in or commitment to the Charity's vision.