

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Fundraising Systems Executive	PAY BAND:
FUNCTION:	Technology	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The Application Support team provides expert care, rapid issue resolution, and continuous optimisation - ensuring our business applications stay secure, efficient, and user-friendly.	

WHERE YOU WILL FIT

CEO	Chief Technology & Programmes Officer	Head of Business Technology	Development and Support Lead	Fundraising Systems Executive
-----	---------------------------------------	-----------------------------	------------------------------	--------------------------------------

HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

By keeping our fundraising systems running smoothly and reliably, you'll ensure the Trust can maximise every donation that supports young people. Your problem-solving and system expertise directly enable teams to deliver life-changing programmes without disruption. Ultimately, your work strengthens the foundations that help young people access the opportunities they deserve.

WHAT WILL YOU DO?

-  Triage, classify and prioritise incoming support requests to ensure efficient incident management.
-  Act as a first point of contact for business users experiencing application-related issues.
-  Diagnose issues, escalate incidents and log tickets that require development work with technical specification.
-  Ensure SLAs are met while keeping stakeholders updated on issue resolution progress.
-  Leverage insights, highlighting recurring issues and collaborate with service owners teams for long-term solutions.
-  Provide functional and technical support for business applications within the service domain.
-  Work with users to troubleshoot system issues, configurations, and functionality.
-  Maintain documentation, create user guides and ensure commitment to equality, diversity and inclusivity.
-  Engage with stakeholders to improve processes, service delivery, and system adoption.
-  Ensure compliance, maintain records, and generate reports on service performance.

THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Analytical, conceptual and problem-solving abilities	You will need to understand stakeholders needs and be able to think through problems clearly.
Ability to articulate technical solutions to non-technical stakeholders	You will explain D365 and campaign processes clearly so colleagues understand and can act on your recommendations.
Ability to manage multiple initiatives and priorities	You will handle several issues and system tasks at once, prioritising work to meet deadlines and run campaigns smoothly.
Understanding of fundraising processes and donor management	You will manage donor records and campaigns, making decisions that ensure fundraising activities run effectively.
Experience	Why do we need this?
Experience with Dynamics 365 (D365) CRM for fundraising	You will use D365 to track donors, donations, and campaigns, working efficiently to support the team.
Ability to move between reactive support and proactive delivery	You will fix urgent issues and plan improvements to keep the fundraising system reliable and effective.
Experience working in an application support or service desk function.	You will assist users, troubleshoot issues, and ensure D365 runs smoothly for the team.

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
History working with not-for-profit organisations	Understanding the environment and goals helps you support colleagues and donors effectively.
Experience with system integrations and data management	You will manage data between D365 and other systems to ensure accuracy and usability for campaigns.
Skills & Knowledge	Why do we need this?
Working knowledge of campaign management and reporting tools (Excel, Power BI)	You will create reports and analyse campaign results to provide clear, actionable insights.

WHAT DO WE EXPECT FROM YOU?

OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.

 <p>Inspiring We lead by example</p>	 <p>Approachable We are open minded and value diversity</p>	 <p>Empowering We enable positive change</p>	 <p>Non-Judgemental We focus on the potential, not the past</p>	 <p>Passionate We are absolutely committed to supporting young people</p>
--	---	--	---	---

Here at The King's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT DAWN (Disability & Wellbeing Network) and PULSE (LGBTQIA+ Network). For more information, [click here](#).

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works in the delivery level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
<p>You inspire others through passion for what we do You keep young people and our end goal in mind You build trust in others by demonstrating reliability You engage in challenges with optimism and resilience You're authentic and bring your unique talents to work, encouraging others to do the same</p>	<p>You seek out opportunities afford by change, adapting accordingly and to enhance own development and build expertise. You suggest improvements and alternative approaches wherever appropriate You give and receive feedback, harnessing new information to improve your own performance</p>	<p>You're approachable, clear and professional You treat people as individuals, tailoring communication and influencing style accordingly. You communicate difficult messages and challenge others' thinking effectively You listen to others with empathy and sensitivity You act as an ambassador for The Trust whenever communicating externally</p>	<p>You offer support to colleagues and ask for help when needed You manage the expectations of others, gaining buy-in where required You share knowledge and information You build relationships with others across The Trust and externally, where appropriate You act as an ambassador for your own team across The Trust</p>	<p>You manage projects effectively; planning, organising resources and reprioritising as required You monitor progress towards milestones, taking actions to ensure deadlines are met You make effective, data-driven decisions, considering consequences and consulting with others where appropriate You take the initiative to solve problems and develop several potential solutions</p>

THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks per the Codes of Practice for all roles within The Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.