

## JOB DESCRIPTION

### Administration & Donor Relations Officer



June 2026  
Version 0.1

<b>Job Description:</b>	Administration & Donor Relations Officer
<b>Salary:</b>	£27,000 PA (+3% Employer Pension Contribution) Pro Rata for PT roles
<b>Hours:</b>	21 hours per week <i>With an expectation of some evening and weekend work</i>
<b>Accountable to:</b>	Senior Management Team

#### Overview

Sahir the largest and oldest continuously operating HIV charity in the Liverpool City Region. We are dedicated to fostering a brighter, healthier future for our communities.

We provide practical and emotional support, camaraderie and connection to:

- People living with or affected by HIV
- LGBTQ+ people

We actively confront injustice, combat discrimination, and address inequalities. By campaigning, we strive to create a fairer and more equitable society for those we serve. Our work is insight and data-driven and our programmes are co-developed with those we serve.

This is a unique opportunity for a committed individual to develop their experience and expertise within an evolving regional charity. The ideal candidate will have relevant qualifications and/or equivalent experience and demonstrate a commitment to continuous learning and professional development.

The post-holder will be responsible for supporting the day-to-day administration functions of Sahir, ensuring efficient office systems, effective donor stewardship, accurate donor records, and excellent supporter communications. The role will play a key part in maintaining positive relationships with individual donors, fundraisers, and supporters whilst ensuring administrative processes run smoothly across the organisation.

#### Day to Day Financial Support

- Undertake day to day bookkeeping duties as directed using the dedicated accounting software provided [QuickBooks online], including preparation of weekly payment runs, recording of income and expenditure transactions, and remittance advice functions.
- Regularly review and maintain financial policies and procedures in conjunction and agreement with the LGBTQ+ Services & Operations Manager and CEO.
- Manage and appropriately allocate Restricted Funds in conjunction with the LGBTQ+ Services & Operations Manager and CEO, ensuring monies are allocated according to the donor/funder's wishes; maintaining accurate records at all times.
- Support with funding bids and reports back to donors/funders.

### **Other Financial Support**

- Support the LGBTQ+ Services & Operations Manager and CEO as required during annual budgeting and periodical reforecasting processes.
- Support the LGBTQ+ Services & Operations Manager and CEO as directed with any statutory reporting requirements, including audit processes.

### **HR Administration**

- Maintain Payroll information in relation to employee personal details and ensure all records are up to date and amended as necessary in relation to new starters, leavers, changes in salaries etc.
- Onboarding of new members of staff, and ensuring the following paperwork is completed:
  - Pre-appointment form
  - HMRC Starter Checklist
  - Employee banking details
  - Preparation of draft employment contract
  - DBS administration
- Support for the LGBTQ+ Services & Operations Manager, HIV Services Manager and CEO with HR functions, including monthly reports on staff.

### **Administrative Support**

- Take responsibility for aspects of office management at the request of the Senior Management Team including maintaining supplies, arranging PAT testing, liaison with the landlord over day to day issues, and communication with staff around building use and safety.
- Day to day contact with external IT provider to resolve any internal issues.
- Help support the monitoring, processing, and delegation of communications received through the shared mailboxes, including info, training and referrals.
- Take and write up minutes for internal meetings as and when required.

### **Donor Administration and Supporter Care**

- Maintain accurate donor records and supporter databases, ensuring compliance with GDPR and data protection requirements.
- Process donations received through a variety of channels, ensuring timely acknowledgement and accurate recording.
- Generate donor thank-you letters, emails and supporter communications.
- Support the administration of fundraising campaigns, appeals and events.
- Assist with Gift Aid administration, including maintaining records and supporting claims processes.
- Produce donor reports and supporter engagement statistics for management and trustees.

- Monitor fundraising inboxes and respond to donor enquiries in a timely and professional manner.
- Support the development and implementation of donor stewardship plans to encourage donor retention and engagement.
- Assist with the administration of regular giving programmes and supporter journeys.
- Work collaboratively with fundraising staff to ensure accurate income tracking and reporting.
- Maintain confidentiality and professionalism when handling donor information and financial data.
- Support the production of fundraising materials, newsletters and donor updates where required.

#### **General**

- Manage your own professional development and training, including creating and maintaining a professional development plan. Attend training sessions and conferences as necessary for personal and organisational growth.
- Undertake additional responsibilities as assigned by the LGBTQ+ Services & Operations Manager and/or CEO. Contribute to enhancing the organisation's public profile by representing Sahir at public events as appropriate.
- Engage in fundraising activities at an appropriate level to support Sahir's initiatives.
- All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, service users and the general public.
- Ensure compliance with Sahir's policies, procedures, management and monitoring systems

PERSON SPECIFICATION  
Administration & Donor Relations Officer



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Attributes	Essential	Desirable	Method of Assessment
<b>Education/Qualifications</b>		Strong financial experience, backed up by an appropriate and recognised financial qualification or demonstrable learned experience	Application Form, Certificates & References
<b>Knowledge</b>	<p>Knowledge of Financial Management and Reporting: Understanding budgeting, financial statements, compliance, and forecasting.</p> <p>Knowledge of Administrative Management: Skills in office management, record keeping, and policy/procedure development.</p> <p>Knowledge of Human Resources Administration: Understanding recruitment/onboarding processes.</p> <p>Knowledge of Information Technology Skills: Proficiency in financial software, data analysis tools, and document management systems.</p> <p>Understanding of donor administration processes and supporter record management.</p> <p>Knowledge of GDPR and data protection requirements relating to donor information.</p> <p>Understanding of Gift Aid principles and charitable fundraising regulations</p> <p>Knowledge of CRM/database systems and maintaining accurate records.</p> <p>Strong administrative and organisational skills.</p>	<p>Knowledge/understanding of some of the common experiences and needs of LGBTQ+ people.</p> <p>Knowledge and understanding of some of the common experiences and needs of people living with HIV.</p> <p>Understanding of fundraising principles within the charity sector.</p> <p>Knowledge of supporter stewardship and donor engagement practices.</p> <p>Awareness of the fundraising environment for LGBTQ+ and HIV charities.</p>	Application Form, References & Interview
<b>Experience</b>	<p>Background in administrative roles, including office management, record keeping, to effectively oversee administrative operations.</p> <p>Familiarity with data analysis tools, and document management systems gained through previous positions or training,</p>	<p>Thorough experience of QuickBooks online or transferable knowledge through similar accounting packages.</p> <p>Experience of working within a charity setting.</p> <p>Experience of donor administration within a charity.</p>	Application Form, References & Interview

	<p>enabling effective utilisation of technology for financial and administrative tasks.</p> <p>Experience of working flexibly and prioritising a busy workload.</p> <p>Experience of maintaining accurate databases and records.</p> <p>Experience of handling sensitive and confidential information.</p> <p>Experience of providing excellent customer service or supporter care.</p> <p>Experience of coordinating multiple administrative tasks and deadlines.</p>	<p>Experience of using fundraising CRM systems (e.g. Donorfy, Beacon, Salesforce, Raiser's Edge).</p> <p>Experience of processing donations and Gift Aid claims.</p> <p>Experience supporting fundraising campaigns or events.</p> <p>Experience of working with trustees, donors, supporters or volunteers.</p>	
<p><b>Skills &amp; Competencies</b></p>	<p>Highly proficient in the use of IT systems including Microsoft programmes including Word, Excel and Powerpoint.</p> <p>Ability to receive and understand complex or sensitive financial information.</p> <p>Excellent communication skills.</p> <p>Solid organisational skills including consistency, accuracy, and an eye for detail.</p> <p>Ability to take the initiative and proactively seek solutions.</p> <p>Understanding of the challenges and opportunities presented by working in a relatively small, agile organisation.</p> <p>Excellent attention to detail and accuracy.</p> <p>Strong written communication skills, including drafting donor correspondence.</p> <p>Ability to manage databases and maintain high-quality records.</p> <p>Strong organisational and time-management skills.</p> <p>Ability to analyse and present information clearly.</p> <p>Excellent interpersonal skills with the ability to build positive relationships with donors and supporters.</p> <p>Proficient in Microsoft Office, particularly Excel and Outlook.</p>	<p>Experience producing fundraising reports and income analysis.</p> <p>Experience creating supporter communications and newsletters.</p> <p>Knowledge of CRM reporting and donor segmentation.</p>	<p>Application Form, References &amp; Interview</p>

<b>Other Requirements</b>	<p>Personable individual with a positive outlook, conducting themselves professionally and confidently, with strong listening and negotiation skills.</p> <p>Committed to reflection and learning, including sharing failures and uncertainties; openly taking feedback from the team and members of the community on your behaviour and work.</p> <p>Brings ideas for improvements and is open and honest in all communications where relevant and appropriate.</p>		Application Form, References & Interview
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CONFIDENTIAL

TERMS & CONDITIONS  
Administration & Donor Relations Officer



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<b>Post</b>	Administration & Donor Relations Officer
<b>Contract Duration</b>	Permanent (subject to continued funding)
<b>Salary</b>	£27,000 PA (+3% Employer Pension Contribution) Pro Rata for PT roles
<b>Hours</b>	21 hours per week. Full-time hours comprise 35 hours per week. Sahir implements a flexible working policy to promote work-life balance and family-friendly practices. Accrued hours can be taken as time off in lieu, subject to prior agreement with the line manager. The role may involve occasional evening and weekend work, necessitating flexibility.
<b>Pension</b>	Workplace pension scheme
<b>Holiday Entitlement</b>	The post holder is entitled to 28 days leave per year, plus public holidays (pro rata for part-time hours), increasing to 31 days after completion of three years' service
<b>Probation</b>	There is a three-month probationary period for this post. The post holder will negotiate probationary objectives as part of their induction process. These will be a set of achievable service and professional development objectives
<b>Management Supervision &amp; Reviews</b>	The post holder is expected to attend management supervision with their line manager and to have relevant service data available as requested. Management supervision should provide the primary professional support for the post holder. The post holder/s is also expected to take part in the annual staff review process to identify professional development goals.
<b>References</b>	Any offer of employment is subject to the satisfactory receipt of two references. Referees should be people who can comment on your abilities, but must not be relatives.
<b>Enhanced DBS Check</b>	A contract will be issued subject to satisfactory enhanced DBS, which Sahir House will administer.
<b>Trade Union Membership</b>	Sahir voluntarily collaborates with a recognised trade union, and all staff are encouraged to join.