Development Administrator

Job Description & Person Specification

Job title: Development Administrator

Reports to: Head of Development

Responsible for: N/A

Location: London (EC1V 0JR) / Hybrid (one fixed office day per week; remaining hours worked from home or in office as preferred)

Hours: Part-time, fixed-term for two years with possibility for extension (0.5 FTE: 17.5 hours per week, worked over 2.5-3 days)

Salary: £38,325 FTE (including London weighting – pro-rated to £19,162.50 at 0.5 FTE) (NJC scale 22-27)

Annual leave: 12.5 days (25 days FTE - rising to 30 days FTE after 5 years) + 2 additional days + office closure between Christmas and New Year, in addition to public bank holidays.

Other benefits: 7% employer pension contribution, cycle to work scheme, wellbeing budget, and employee assistance programme.

Purpose of the role

This role is the friendly, reliable heart of the Development team's day-to-day operations. The post-holder will make sure that every supporter who gives to the Prison Reform Trust is thanked promptly and warmly, that their gifts and details are recorded accurately, and that anyone who contacts us receives a helpful, courteous response. Working closely with the Head of Development, the post-holder will also provide practical support to their major donor and corporate fundraising, and help us notice when a supporter's relationship with PRT is changing, so that we can respond appropriately.

Key responsibilities

Supporter care

- Act as the first point of contact for supporters and members of the public, handling enquiries by telephone, email and post promptly and courteously.
- Deal with routine supporter requests, including changes to contact details, standing orders and Direct Debits, verifying requests before acting on them.
- Support people who may be confused, distressed or in vulnerable circumstances with patience and care, referring to the Head of Development where appropriate.

Gift processing and acknowledgement

- Open and log post, bank cheques and process donations on the CRM (Beacon) accurately and promptly.
- Write, or coordinate with the Head of Development to write and send timely, personal thank-you letters and stewardship communications to supporters at every level.
- Ensure Gift Aid declarations are captured and recorded correctly.
- Liaise with Trusts and Foundations Officer to ensure grants are promptly recorded and acknowledged.
- Handle all payments in line with PRT's data protection and payment-handling policies.

Records and data

- Keep supporter records accurate and up to date, following the team's data standards and logging all significant contact.
- Work with the team's data specialist to resolve data queries and support the monthly reconciliation of income.

- Flag to the Head of Development any supporters whose giving or engagement suggests a changing relationship, whether an opportunity or a cause for care.

Support to the Head of Development

- Prepare short briefing notes ahead of donor and prospect meetings, drawing on CRM records and desk research, and record outcomes and follow-up actions afterwards.
- Support PRT's growing corporate fundraising programme: researching and maintaining prospect lists, tracking approaches and proposals, keeping corporate contact records up to date, and liaising with commissioned research providers.
- Provide practical administrative support, including arranging meetings, preparing papers and keeping track of deadlines and actions.

Events and team administration

- Support the administration of PRT's fundraising events, including invitations, RSVPs, guest lists and recording attendance on the CRM.
- Provide general administrative support to the wider Development team, including its trusts and foundations and corporate fundraising work.
- Use approved digital and AI tools to work efficiently, in line with PRT's guidance on their use.

General

- Maintain excellent working relationships with colleagues across the organisation, especially Finance and Operations.
- Work in an organised manner, managing deadlines effectively and responding flexibly to changing priorities.
- Occasional flexibility to work outside normal office hours for events.

Person specification

	Essential	Desirable
Experience	• Experience of administrative work in a busy office or small team, managing competing deadlines. • Experience of customer service or supporter care, acting as a first point of contact by phone, email and post. • Experience of entering and maintaining accurate records on a database or CRM.	• Experience of working in a charity or fundraising environment. • Experience of processing payments or donations, including cheques and bank transfers. • Experience of prospect research or of supporting senior colleagues with meeting preparation.
Knowledge	• Understanding of the importance of confidentiality and data protection when handling personal information.	• Familiarity with Gift Aid and Direct Debits. • Knowledge of the voluntary sector or the criminal justice system.
Skills	• A warm, patient and professional manner with people on the telephone and in writing. • Excellent accuracy and attention to detail. • Clear, friendly written English, including letters to supporters. • Confident use of Microsoft 365, including Outlook, Word and basic Excel.	

	Essential	Desirable
	• Good organisation and the ability to work independently, including from home. • The ability to research and summarise information clearly and concisely.	
Personality, style and behaviour	• Sensitivity and good judgement when supporting people who may be confused, distressed or in vulnerable circumstances. • Willingness to learn new systems and tools. • A genuine and enthusiastic commitment to the values, vision and goals of the Prison Reform Trust.	

Equality and diversity

PRT is proud to be an inclusive organisation where everyone can contribute, feel valued, and thrive. We believe that people come into our organisation with a unique set of skills, experiences and potential, and we are committed to giving these equal value in everything we do. We strive to create a culture of trust, compassion and respect and hold ourselves to account for the enactment of our values.

We recognise the unique insight and expertise that people with lived experience of the justice system bring to our work. A criminal conviction is not considered a barrier to employment or involvement with PRT. Instead, we actively value lived experience as a strength that enriches our organisation and supports more effective and compassionate reform.

PRT is committed to supporting every member of staff as an individual, providing the reasonable adjustments, resources and flexibility they need to thrive in their role and contribute with confidence.

Safer Recruitment

PRT is committed to open and fair recruitment. We do not ask for disclosure of criminal convictions as part of our application and interview process. Upon offer of employment, following a successful interview, we will request self-disclosure. A Basic DBS check will then take place for this role and, if necessary, a risk assessment will be carried out to determine suitability for the role.

How to apply

If you are interested in the role please submit a **formal covering letter** – of no more than two sides of A4, outlining how you meet the points in the above person specification – and **a copy of your CV**. Please also complete and send a **recruitment monitoring form**, which will be processed separately from your application.

Please note that this role is not eligible for visa sponsorship. Candidates must already have the legal right to work in the UK.

Please send your application to Edward Smyth, Head of Development – at edward.smyth@prisonreformtrust.org.uk – by Friday 20th November at 5pm with the subject line 'Development Administrator Application'.

Interviews will be held on Monday 30th November at our offices at 15 Northburgh Street, London EC1V 0JR.

Thank you for your interest in working for the Prison Reform Trust.

For more information and to download the monitoring form please visit our website: www.prisonreformtrust.org.uk/opportunities