



Fundraising Administrator

Job Pack - August 2024





We're getting to grips with guts. Will you join us?

Dear candidate,

I am delighted you're interested in this important role at Guts UK Charity.

Guts UK is committed to a world where digestive disorders are **better understood, better treated and everyone who lives with one gets the support they need**. Too many people are suffering or dying in silence or alone. They don't know where to turn for information or support, diagnosis takes too long for many and treatment can often come too late.

We are the only UK charity that covers the entire digestive system from top to tail; the gut, liver and pancreas. We fund lifesaving research, provide patients with expert information and support and raise awareness about digestive symptoms and conditions. We are informed by evidence and expertise and have our community, and the patient voice, at the heart of everything that we do.

Why we need you...

We have big growth plans at Guts UK and fundraising is pivotal on that journey. We are looking to expand our small, dynamic fundraising team with someone who can ensure our supporters receive a smooth, personalised experience and our data is reliable, accurate and up-to-date. We need someone with the energy and skills to help us run faster to reach our ambitious goals and maximise our fundraising.

You will join a small and passionate team, all equally fascinated by our subject. If you see this as a timely opportunity to join Guts UK so that we can finally get to grips with guts, then we would welcome your application.

I look forward to hearing from you.



Kate Noon

Interim CEO, Guts UK Charity

About Guts UK Charity:

Guts UK's vision is of a world where digestive disorders are better understood, better treated and everyone who lives with one gets the support they need.

We are a small, energetic and passionate team of twelve, working out of two offices in London and Yorkshire. These dual locations allow us to serve as a national charity.

Our three objectives are:



Guts UK is a fast-growing charity with a mission to end the pain and suffering for the millions affected by digestive diseases. We have bold and ambitious plans to help discover new knowledge, kinder treatments and save lives. Despite our fast growth, our community remains at the heart of everything that we do and every decision we make - a rare privilege.

It's time the UK got to grips with guts.

The challenge:

People are suffering. People are dying. All because of a lack of knowledge about our guts.

We've all got guts. But less than 2% of all medical research is spent on gastroenterology. Digestive conditions affect millions of us in the UK but research into our guts has been woefully underfunded for decades. Guts UK charity is the only charity doing research from 'top to tail' and we are on an ambitious journey to transform the landscape of research into diseases of the gut, liver and pancreas.

In 2023, we answered more calls, emails, and letters than ever before. We're providing people across the UK with expert information and raising awareness of digestive symptoms, empowering them to seek help. This is your chance to be part of something wonderful.

Fundraising Administrator Overview

Hours:	Part time, 4 days or 32 hours per week (can be flexible for the right candidate)
Salary:	£21,000 (£26,250 Full Time Equivalent)
Reports to:	Fundraising Manager
Location:	London (NW1), overlooking Regent's Park. We are open to flexible working arrangements but a presence in our London office will be required.
Benefits include:	<ul style="list-style-type: none">• 22 days holiday, plus bank holidays.• Pension 3%• Employee Assistance Programme with a variety of health & wellbeing services.

The role:

We are looking for a new team member to join our small but dynamic fundraising team to help us continue our exemplary stewardship and maximise our fundraising. You will be the first point of contact for many of our supporters and your role is critical in ensuring those supporters have a smooth, professional and friendly experience. This role holder will make sure all donors get the recognition and thanks they deserve whilst also making sure all of that income is processed and captured correctly.

We have big ambitions to increase our fundraising income and this role is critical in making sure that as we grow, we have the procedures in place to keep everything running smoothly. Our donors and supporters are the lifeblood of what we do here at Guts UK and whomever joins in this role will pride themselves on giving them all the best service possible.

So, if you care about people, have a keen eye for detail and process and are looking to start or build your career in fundraising - this could be the role for you.

The ideal candidate:

- Committed to ensuring supporters get the best possible experience, feeling supported and valued throughout
- Looking to build your career in fundraising
- Has great attention to detail and pride yourself on accuracy
- Works meticulously and takes the time needed to get things right and do things properly ensuring compliance with appropriate procedures
- A team player and happy to muck-in when / where needed
- Has a warm, engaging personality
- Has an interest or connection to our cause and a real desire to help the UK to get to grips with guts!

Detailed job summary:

Key responsibilities

Supporter services

- Manage our supporter database (Raiser's Edge - RE) including maintaining accurate contact details and contact preferences, in line with GDPR consent, and gift aid eligibility
- Working with the wider fundraising team to ensure all donors are thanked appropriately and in a timely manner
- Ensure all supporter administration runs smoothly and is timely, highlighting busy times and suggesting solutions
- Take responsibility, with support from other staff, for checking general enquiry emails, responding to those relating to fundraising, forwarding others to the relevant staff and helping with others when required
- Be the first point of contact for our fundraisers, recording responses and follow up actions clearly in the RE system
- Maintain a complaints log for the Fundraising Regulator

Income processing and administration

- Inputting all income on to our RE supporter database from all sources and platforms using batch uploads to ensure income is captured efficiently and correctly
- Administration for all on-line or third party donation platforms including adding/removing users and downloading appropriate reports in a timely, secure manner
- Ensuring any cheques/cash that are received to the office are entered in to the RE supporter database and working with the Finance team to ensure they are handled securely
- Processing and recording payments made over the phone and processing new direct debit requests
- Ensuring any restricted donations are logged clearly and appropriate paperwork is completed to support the donors wishes
- Generate regular reports for the Finance team for all cheques and cash processed
- Working with the finance team to ensure any queries or questions about income sources or donor restrictions are resolved quickly and efficiently

Data administration

- Provide support to the Database Consultant with the management of data imports, selections for mailings and ad hoc reports
- Help ensure information is entered correctly onto Raiser's Edge, carrying out data quality control and ensuring information is retained correctly
- Have an awareness and understanding of GDPR
- Preparing and running reliable reports from RE as required by the Fundraising

manager

Wider team support

- Contribute information to support the fundraising strategy and delivery plans
- Support for other administration roles including cover where required for administrative assistant, support hub administrator or finance assistant
- Adhoc support with project administration or event facilitation and support as required at the request of Fundraising Manager or other senior leaders
- Involvement in and attendance at wider team events such as Information or Awareness conferences as required

Person specification change to ex

Knowledge, skills and experience

- A broad education with excellent communication skills
- Excellent IT skills including the use of MS office applications (Word, Excel, Outlook, PowerPoint)
- Prior experience of using a CRM database (preferably a fundraising database and ideally direct experience with Raiser's Edge)
- A proven track record and passion for delivering outstanding customer/supporter service to members of the public
- A high level of attention to detail and accuracy
- Excellent interpersonal skills, including experience working with small teams remotely and face to face
- Ability to work flexibly, be responsive to changing demands and to work collaboratively as part of a busy team
- A good team working ethos, but able to use initiative and work independently, and able to identify when to escalate issues
- Commitment to our cause at Guts UK Charity and a desire to further our work and grow the charity
- Knowledge of GDPR (preferred but not mandatory)
- Previous experience working in the charity sector (preferred but not mandatory)

Personal attributes

- Able to demonstrate creativity, share ideas, while dealing efficiently with regular administration
- Calm, collected, friendly and able to deal professionally with a range of stakeholders
- Empathetic with good listening skills
- Reliable, accurate, an eye for detail, meticulously organised and efficient

Notes:

Guts UK is an equal opportunity employer. We welcome applications from people with disabilities and from minority groups. If you have a disability which means you are unable to meet some of the job requirements, specifically, because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

You must be eligible to work in the UK at the time of application. If you are invited to interview, you will be asked to bring the original documentation that proves your right to work in the UK.

How to apply for this position**Deadline for applications: Friday 6th September**

- We will be reviewing applications on a rolling basis when applications come in, so advise you to send your application in a timely manner
- Interviews will be scheduled between 2nd and 20th September.

All applications should be submitted directly via [CharityJob](#)

If you have any problems submitting your application in this way, please contact us directly (via e-mail at info@gutscharity.org.uk) but please be aware that applications will not be accepted through other means without prior discussion.

If you have any questions that are not covered in this job pack, please contact Dani Freedland via e-mail at dfreedland@gutscharity.org.uk.

We look forward to hearing from you.
www.gutscharity.org.uk