

JOB DESCRIPTION

Grief Encounter was set up in December 2003 to ensure that bereaved children and their families receive the best possible support following the death of a parent, sibling and someone close. We deliver both local and national bereavement services. Please see our website for further information: www.griefencounter.org.uk

JOB TITLE:	FUNDRAISING ADMINISTRATOR
SALARY:	£27,000 – £30,000 per annum (FTE)
LOCATION:	Mill Hill, London NW7 4ST
CONTRACTED HOURS:	40 hours per week (inclusive of one hour paid meal break daily). 5 days a week, 4 of which must be work from our offices.
RESPONSIBLE TO:	Database Manager (with a flexible matrix management reporting structure to Head of Trusts and Corporates)

Our Vision: A world where no child grieves alone.

Our Mission: To help bereaved children, young people and their families find hope and healing.

Our Values: are very important to us and as a member of the Grief Encounter team, you will be expected to hold these in your day to day work:



Through times of grief, we deeply understand the profound influence of community. We honour heritage, diversity and the important bonds that nurture our sense of self and our collective contributions to provide hope, healing and fulfilling lives.



We're not afraid to face grief head on and tackle difficult conversations openly and honestly with others. This gives everyone the courage to freely express their emotions and actively participate in making a difference.



We dedicate ourselves to the lives of bereaved children and families. With unwavering resolve, we champion the needs of every child to shape hopeful futures, with care, warmth and positivity, nurturing the past, present and future lives.

JOB SUMMARY:

- Provides essential administrative support to the Income Generation team as a whole, ensuring smooth operations across various fundraising activities.
- Supports the Director of Income Generation and Growth as required, including diary management, assisting with travel arrangements, team meetings and communications.
- Manages donations, assists with fundraising events.
- Handles sensitive financial data and ensures accurate timely recording on fundraising CRMs and databases.

MAIN DUTIES & RESPONSIBILITIES:

Donation Management:

- Record, process, and reconcile donations, ensuring accuracy in all financial transactions. Responsible for 'banking and thanking' donors promptly and appropriately

Fundraising Event Support:

- Provide administrative support for fundraising events and campaigns, including booking venues, liaising with suppliers, and assisting with event logistics. Help coordinate invitations, RSVPs, and attendee communications

CRM Management:

- Use the fundraising CRM/database to track donations, donor details, and other fundraising activities. Ensure all information is accurate and up-to-date, generating reports as needed.
- Work closely with the Fundraising Database Manager and Grief Encounter's Data Governance Manager as required.

Team Support:

- Book and coordinate internal team meetings, including scheduling, setting up virtual or in-person meetings, and distributing agendas. Take and distribute meeting minutes, tracking actions and deadlines.

General Administration:

- Provide day-to-day administrative support to the Director of Income & Growth and Heads of Fundraising/senior fundraisers, including preparing materials for donor meetings, sorting out and organising resources, monitoring and ordering fundraising stock, booking hotels and transport.
- As a member of Grief Encounter's Administration team, may on occasions be required to provide support for office administrative related tasks during peak periods, or when others are absent. This may include providing limited support for teams outside Fundraising/Income Generation, on a reciprocal basis.

Other:

- Uphold, safeguard and promote the organisation's values and philosophy relating particularly to ethics, integrity, corporate and social responsibility and environmentally sound policies and procedures.

PERSON SPECIFICATION

Qualifications

- Recognised relevant administrative/clerical qualification and/or qualified by experience.

Skills & Experience

Essential:

- Experience and understanding of working with fundraising CRMs or similar databases,
- Numerate and comfortable handling financial data, including processing donations and reconciling records.
- Strong organisational skills, with the ability to manage multiple tasks and deadlines efficiently.
- Excellent attention to detail, particularly when handling financial or donor-related data.
- Strong written and verbal communication skills
- Experience providing administrative support to a team, with the ability to interact professionally with stakeholders at all levels
- Proficient in Microsoft Office Suite (Word, Excel, Outlook), with advanced Excel skills a plus.

Desirable:

- Previous experience in a fundraising environment or charity sector.
- Experience with event coordination or logistics.
- Familiarity with donor stewardship practices and communication.

Personal Qualities

- Able to work from our office in North West London (NW7) at least 4 days per week. (5th day may be worked from home if requested).
- Proactive with the ability to work independently and as part of a team.
- Discreet and trustworthy, particularly when dealing with sensitive donor or financial information.
- Adaptable, able to handle a variety of tasks and priorities in a fast-paced environment.
- A collaborative team player with excellent interpersonal skills.
- Willing and able to travel to different parts of central and greater London to support fundraising events, as required.
- Able to actively listen, seek information, and ask questions to ensure the understanding of underlying concerns of others.
- Respectful, non-judgemental and empathic manner.
- A sense of responsibility and commitment to organisational excellence with integrity, honesty and professionalism.
- Demonstrates respect for confidentiality and boundaries.
- Flexible, pro-active and open attitude to work.

REVIEW:

This job description will be reviewed as necessary to meet the needs of the charity on no less than an annual basis in consultation with the post holder.

This post is subject to pre-employment checks including an enhanced DBS check.