

Volunteer Role Description

Fundraising Data Administrator Volunteer

Organisation: Spread a Smile

Team: Fundraising

Location: Spread a Smile Office, London

Commitment: Ideally one day per week, with some flexibility

Role type: Voluntary (unpaid – expenses paid)

Reports to: Fundraising Database Manager

About Spread a Smile

Spread a Smile is a children's charity dedicated to bringing joy, laughter and much-needed moments of happiness to seriously ill children and their families in hospitals and hospices across the UK.

Through in-person and virtual visits, our incredible entertainers, including magicians, musicians, artists and therapy dogs, provide entertainment, distraction and moments of magic to children facing incredibly difficult circumstances.

About the Role

We are looking for an enthusiastic **Fundraising Data Administrator Volunteer** to join our fundraising team.

This is a fantastic opportunity for someone who enjoys working with data, has excellent attention to detail and would like to contribute to the important behind-the-scenes work that supports a growing children's charity.

Working closely with our Fundraising Database Manager, you will help ensure that fundraising income is accurately recorded in Donorfy, our Customer Relationship Management (CRM) system, and that supporter information remains up to date.

The role will involve recording donations and other fundraising income, checking information against financial records, updating supporter details and supporting the accuracy of our fundraising reporting.

You will receive full training and guidance on our systems and processes. No previous charity fundraising experience is required, although confidence working with spreadsheets and online systems would be beneficial.

Key Responsibilities

- **Record fundraising income in Donorfy**, accurately entering donations and other income received through bank transfers and non-integrated fundraising platforms, using information provided through our finance systems.

- **Check and process bank transfer information**, reviewing relevant income records in Xero and ensuring transactions are recorded in Donorfy with the correct campaign, product, payment date and supporting notes.
- **Match payments to outstanding invoices**, identifying incoming payments relating to pending invoices and recording the relevant information and invoice references within Donorfy.
- **Process payroll giving donations**, downloading Benevity payment reports and entering transactions into Donorfy, including allocating appropriate soft credits to supporting employers.
- **Maintain individual and corporate supporter records**, creating new records where required, linking individual supporters to relevant companies and ensuring information is accurate and consistent.
- **Support event income recording**, reviewing Square sales reports to identify the relevant fundraising event, transaction fees and income received before accurately recording the information in Donorfy.
- **Update supporter engagement information**, applying agreed event, campaign and engagement tags to supporter records using established definitions and source lists.
- **Support data quality and accuracy**, reviewing records for missing information, inconsistencies or potential duplication and making updates in line with agreed procedures.
- **Identify and flag discrepancies**, referring unclear payments, unmatched transactions or incomplete information to the Fundraising Database Manager rather than making assumptions.
- **Provide general fundraising database support**, assisting with administrative data tasks, maintaining accurate records and helping ensure information is reliable for fundraising reporting, supporter stewardship and financial tracking.

About You

Skills and qualities we're looking for:

- Excellent attention to detail and a methodical approach to completing tasks.
- Strong organisational skills and the ability to work accurately with financial and supporter information.
- Confidence using spreadsheets, particularly Microsoft Excel, and other online systems.

- Comfortable undertaking repetitive, accuracy-focused administrative tasks.
- Ability to follow established processes and instructions carefully.
- Good problem-solving skills and the confidence to ask questions or flag discrepancies when information is unclear.
- Ability to work independently while also being comfortable seeking guidance and support.
- A responsible and discreet approach to handling confidential personal and financial information.
- Willingness to learn new systems and develop data administration skills.
- Enthusiasm for the work of Spread a Smile and a desire to make a positive difference.

Previous experience using CRM systems or finance software such as Donorfy, Xero, Salesforce or Raiser's Edge would be beneficial but is not essential. Full training and guidance will be provided.

Time Commitment & Location

We are ideally looking for someone who can commit to **one day per week**, based at our London office.

We can offer some flexibility around the day and working arrangements, which can be discussed with the successful volunteer.

The role will focus primarily on supporting the manual recording of fundraising income and maintaining supporter records. Responsibility for daily financial reconciliation and oversight will remain with the Fundraising Database Manager and Finance team.

Confidentiality & Data Protection

As this role involves access to personal and financial information, the successful volunteer will be required to complete relevant data protection and GDPR training and sign a confidentiality agreement.

Access to fundraising and finance systems will be provided through individual user accounts with appropriate permissions, limited to the information required to undertake the role.

All activities will be carried out in accordance with Spread a Smile's data protection policies and established financial procedures.