



Fundraising and Operations
Administrator
May 2024

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Welcome from Cord CEO Andy Pask

Thanks for taking the time to read about what it means to join the Cord family and for considering this key role within our UK team.

Cord was started in Leamington Spa back in 1967 by a small group of Christians who felt compelled to act in response to the desperate images of the Vietnam War. For over 50 years now Cord has worked across Africa and South-East Asia to strengthen relationships in order to see people live in greater freedom from poverty, oppression and injustice.

The focus of our global strategy is on transforming dysfunctional relationships between those in power and citizens (like you or I) into those that create peaceful and inclusive societies where everyone can live free from fear and with the freedom to flourish

We work to strengthen relationships between different parts of society in some extremely divided countries, such as Burundi, Uganda, Cambodia, Laos, Thailand, Bangladesh, Myanmar and Vietnam.

This leads to real transformative change such as:

- survivors of sexual violence accessing justice
- stigmatised groups gaining access to healthcare
- indigenous peoples regaining rights to their land
- religious and ethnic minorities gaining freedom to express their beliefs





We are looking for a Fundraising and Operations Administrator who will ensure that Cord provides the highest of standards of supporter engagement. Cord has a loyal and committed UK supporter base consisting of individuals, churches and other groups. The primary focus of this role is to support fundraising, in particular the processing of donations and donation record keeping. Tasks include prompt processing and thanking of online, postal or telephone donations, keeping the database up to date and responding to supporter enquiries.

This role would suit someone who is proactive and can anticipate the needs of others. Someone who is well organized, can maintain accurate records and follow processes in an organized and timely way. The role involves interacting confidently with a range of digital systems and platforms. The role is also responsible for the smooth running of Cord's admin office in Coventry and for providing administrative support to the Leadership Team in Human Resources, IT, Finance and Operations.

If you like what you read and are passionate about real and lasting change, come and join us and be part of the Cord story

Andy Pask - Cord Chief Executive Officer



For over fifty years we have been committed to healthy, thriving, collaborative relationships that support peace

Our Mission...

Is to develop positive and thriving relationships between individuals, communities and those in power.

Our Vision...

is a world where all people can live in peace and live life to the full.





Our Values

We are compassionate

We value everyone, recognising they are unique and special

We believe in the power of relationships

We explore and address the root causes of violent conflict



The Role - Fundraising and Operations Administrator

Location

UK-based – Cord has a primarily remote working structure in the UK. There is an admin office in Coventry. There is flexibility for this role to work remotely, whilst being in the office at least weekly to perform office-based functions.

Contract

Permanent, Part time – 17.5 hours per week (50% time)

We are looking for someone to work these hours over at least three days within a week and there is flexibility to agree working times between 8am – 6pm Monday - Friday

Salary

Grade 5 role - £23,100 pro rata (depending on experience)

Responsible to
Fundraising Manager

Internal relationships

Digital Marketing Lead, UK Finance Officer, Leadership Team

External relationships

UK office contractors and other service providers, Cord supporters (individuals, churches)

Key Responsibilities

Donation Processing and Record Keeping

- To process online, postal or phone donations from supporters including processing credit card donations, e-shop and receiving cash
- To record and process standing orders/direct debits received by Cord
- To accurately record all donations on the database and ensure supporter profiles are kept up to date
- To maintain gift aid records and support the preparation of gift aid claims
- To follow income processes and coordinate closely with the Finance Officer

Supporter Care:

- To write thank you letters, cards and notes to donors
- To politely and promptly field inquiries from supporters via email or phone
- To assist with the mailing of supporter publications including data-pulls from the database
- To ensure that mailing data submitted to our printers is clean and accurate
- To lead on all administrative tasks relating to Alternative Gift sales including order processing and posting
- To assist with monthly income reports by pulling relevant data from the database
- To liaise with Cord's payment platform providers when necessary to ensure efficiency
- To support the fundraising team in the printing and preparation of materials for visits to churches, individuals or other groups

Key Responsibilities

Operational Support to the Leadership Team

- To provide human resource support such as with recruitment processes, DBS applications, reference checks, monitoring contract terms and other record keeping and reporting
 - To maintain digital records in accordance with GDPR regulations
 - To keep organisation records and shared resources up to date (e.g. password lists, address/contact lists, schedules)
 - To support with management of the global IT systems including with SharePoint maintenance and access, email set up, and hardware/software distribution and maintain lists, on boarding and off boarding users.
- To carry out some routine finance tasks such as verifying petty cash counts, being a bank signatory, to review authorised expenses and process payments as requested
 - To support the Leadership Team to carry out day to day tasks as required

Key Responsibilities

Management of the Coventry Admin Office

- To organise the phone system and provide reception service, manage the office email and couriers, monitor organisation emails
 - To ensure the admin office is kept in good order, managing office supplies and managing the office filing/storage
 - To coordinate with office suppliers and contractors such as building agent and photocopier provider among others
 - Maintain key holder register and distribution/collection of keys
 - To fulfil Health and Safety requirements in the admin office, undertaking necessary assessments and maintain records (e.g. risk assessments, visitor log, H and S log, site inductions)
- To induct staff on Health and Safety in the office, when home working and working elsewhere and ensure all staff members understand their health and safety responsibilities, including workstation assessments
 - To provide logistical support for UK team meet-ups and events, including sourcing meeting venues and refreshment suppliers

About You

Knowledge and Understanding

- Office health and safety good practice (desirable)
- GDPR regulations in relation to personal data (desirable)
- Working practices within a small organisation (desirable)

Experience

- Relevant and demonstrable work experience in administration and database use (essential)
- At least 2 years' experience of working in an office environment delivering administrative functions
- Working without direct supervision and able to develop own skills
- Maintaining and improving systems
- Familiarity with relationship database systems – Netsuite or similar (desirable)

About You

Skills/Abilities

- Excellent administrative skills with the ability to work to deadlines
- Ability to work independently as well as collaboratively
- Ability to use MS Office and IT systems effectively and able to learn new systems quickly
- Highly organised with the ability to maintain records, file diligently and deliver routine task to schedule
- Proactive and able to anticipate the needs of colleagues working remotely (UK workers, overseas colleagues, trustees, contractors and supporters)
- Ability to produce useful guides and resources
- Excellent communication skills with a diverse range of people
- Good written communication and numeracy skills
- Good attention to detail
- Ability to multi-task and prioritise work

Personal Qualities...

- Commitment to Cord's values and ethos
- A team player with the ability to motivate and enthuse
- Self-motivated with an ambition to help the organisation to improve systems, processes and information sharing
- Willingness to be flexible and adapt to the needs of others





Next Steps

Interested?

To apply please send your CV and covering letter explaining your interest in the role and how you fulfil the job description to hr@cord.org.uk

Recruitment Timeline

Applications will be reviewed on an ongoing basis and interviews will be organised according to availability

As such, the application window may close prior to the date below if a suitable candidate is appointed

**The application deadline is:
Sunday 16th June**