

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Fundraising Systems Executive	PAY BAND:
FUNCTION:	Technology	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The Application Support team provides expert care, rapid issue resolution, and continuous optimisation - ensuring our business applications stay secure, efficient, and user-friendly.	

WHERE YOU WILL FIT

Chief Technology and Programmes Office	Head of Business Technology	Development and Support Lead	Supporter Care Executive
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

By keeping our fundraising systems running smoothly and reliably, you'll ensure the Trust can maximise every donation that supports young people. Your problem-solving and system expertise directly enable teams to deliver life-changing programmes without disruption. Ultimately, your work strengthens the foundations that help young people access the opportunities they deserve.

WHAT WILL YOU DO?

-  Triage, classify and prioritise incoming support requests to ensure efficient incident management and timely resolution.
-  Act as a first point of contact for business users experiencing application-related issues.
-  Investigate and diagnose system issues, escalating incidents where required, and documenting evidence, impact and requirements for development review.
-  Manage incidents in line with agreed service levels, ensuring stakeholders are kept informed of progress and resolution timescales.
-  Identify recurring issues and provide analysis and recommendations to the Product Owner and Service Owner to inform prioritisation and continuous improvement.
-  Provide user support and investigate functional and technical issues affecting the business applications supported by the team.
-  Work collaboratively with users to troubleshoot system issues and functionality queries, and support agreed configuration changes.
-  Contribute to and maintain user guidance in collaboration with and for approval by the Product Owner and Service Owner.
-  Work with stakeholders to understand operational issues and support the implementation of agreed process and system improvements.
-  Produce operational support metrics including incident trends, SLA performance, and recurring issues.
-  Responsible for actively contributing to an equitable, diverse, and inclusive workplace.

THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Analytical, conceptual and problem-solving abilities.	You will need to understand stakeholder's needs and be able to think through problems clearly.
Ability to articulate technical solutions to non-technical stakeholders.	You will explain Dynamics 365 technical concepts in clear, accessible language, bridging the gap between business needs and technology solutions.
Ability to manage multiple initiatives and priorities.	You will balance support requests, system improvements and project work, ensuring priorities are managed effectively and deadlines are met.
Stakeholder and customer service skills.	You will build positive relationships with users, providing excellent customer service and support throughout the resolution process.
Ability to build effective working relationships with key stakeholders.	You will work closely with the Supporter Data Product Owner to identify opportunities for system improvement, provide operational insight, and support the delivery of agreed enhancements.
Experience	Why do we need this?
Experience supporting integrations and investigating data issues across interconnected systems.	You will be able to investigate issues relating to integrations between Dynamics 365 and other systems, ensuring data accuracy, system reliability and a positive user experience.
Experience with Dynamics 365 CRM.	You will have a working knowledge of Dynamics 365, enabling you to support system users, investigate issues, and recommend effective solutions.
Experience working in an application support or service desk function.	You will provide a high-quality support service, investigate incidents, manage user queries, and ensure system stability and performance.

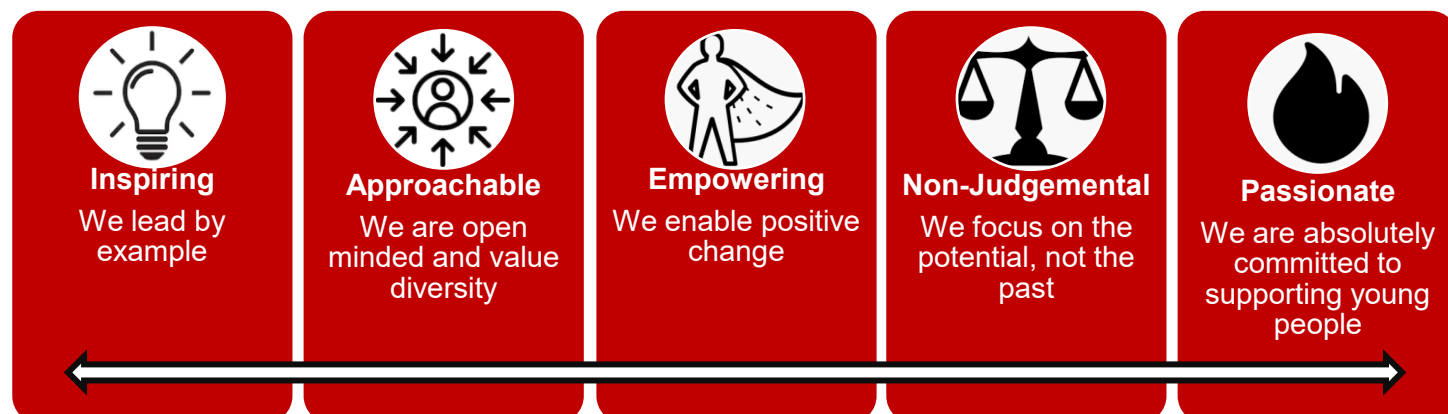
WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
History working with not-for-profit organisations.	You will understand the unique needs of not-for-profit organisations, helping you support fundraising teams effectively and deliver solutions that align with organisational objectives.
Experience supporting testing, validation and release management activities.	You will assist with the testing, validation and deployment of system changes and releases, ensuring solutions are fit for purpose and minimise disruption to users.
Skills & Knowledge	Why do we need this?
Ability to move between reactive support and proactive delivery.	You will respond to urgent operational issues while also contributing to the continuous improvement and development of the fundraising system.

WHAT DO WE EXPECT FROM YOU?

OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.



Here at The King's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT DAWN (Disability & Wellbeing Network) and Pulse (LGBTQIA+ Network). For more information, [click here](#).

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works in the delivery level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
You inspire others through passion for what we do You keep young people and our end goal in mind You build trust in others by demonstrating reliability You engage in challenges with optimism and resilience You're authentic and bring your unique talents to work, encouraging others to do the same	You seek out opportunities afford by change, adapting accordingly and to enhance own development and build expertise. You suggest improvements and alternative approaches wherever appropriate You give and receive feedback, harnessing new information to improve your own performance	You're approachable, clear and professional You treat people as individuals, tailoring communication and influencing style accordingly. You communicate difficult messages and challenge others' thinking effectively You listen to others with empathy and sensitivity You act as an ambassador for The Trust whenever communicating externally	You offer support to colleagues and ask for help when needed You manage the expectations of others, gaining buy-in where required You share knowledge and information You build relationships with others across The Trust and externally, where appropriate You act as an ambassador for your own team across The Trust	You manage projects effectively; planning, organising resources and reprioritising as required You monitor progress towards milestones, taking actions to ensure deadlines are met You make effective, data-driven decisions, considering consequences and consulting with others where appropriate You take the initiative to solve problems and develop several potential solutions

THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks per the Codes of Practice for all roles within The Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.