



MEDECINS SANS FRONTIERES/DOCTORS WITHOUT BORDERS (MSF) UK

APPLICATION INFORMATION PACK

JOB TITLE:	Gift Aid Officer
DEPARTMENT:	Fundraising
HOURS:	Full time, 37.5 hours per week – Mon-Fri
LENGTH OF CONTRACT:	Fixed Term Contract [9 Nine Months]
LOCATION:	London – Hybrid 2 days per week London Office
REPORTS TO (JOB TITLE):	Fundraising Operations Manager
SALARY:	<p>Salary: £ 36,437.07 to £ 44,534.19 Internal salary grade: 13.1 to 13.6</p> <p><i>(Salary is offered in line with our pay framework and typically starts at the entry point of the band. Salary increases are considered annually and are subject to our appraisal and performance review process.)</i></p>
BENEFITS:	<p>28 day's annual holiday entitlement (pro rata for part time staff) plus Public/ Bank Holidays.</p> <p>MSF UK currently provides an employer pension contribution of 10% of salary after 3 months continuous employment.</p> <p>Access to independent, free and confidential 24/7 advice on a range of issues, including personal relationships, mental health, bereavement, finances, childcare or work-related issues.</p> <p>Cycle Scheme or Bike Loans available.</p> <p>Group Life insurance currently set at a minimum of 4x basic salary.</p>

JOB PURPOSE

The primary role of the Gift Aid Officer is to oversee the management of Gift Aid Claims, and other forms of tax-efficient giving, within the Fundraising team. This includes reviewing the production and submission of MSF's Gift Aid claims to HMRC each month via a 3rd party, preparing data and

submissions for other types of tax efficient giving, such as Discretionary Trusts and identifying and implementing opportunities to maximise this income channel for MSF.

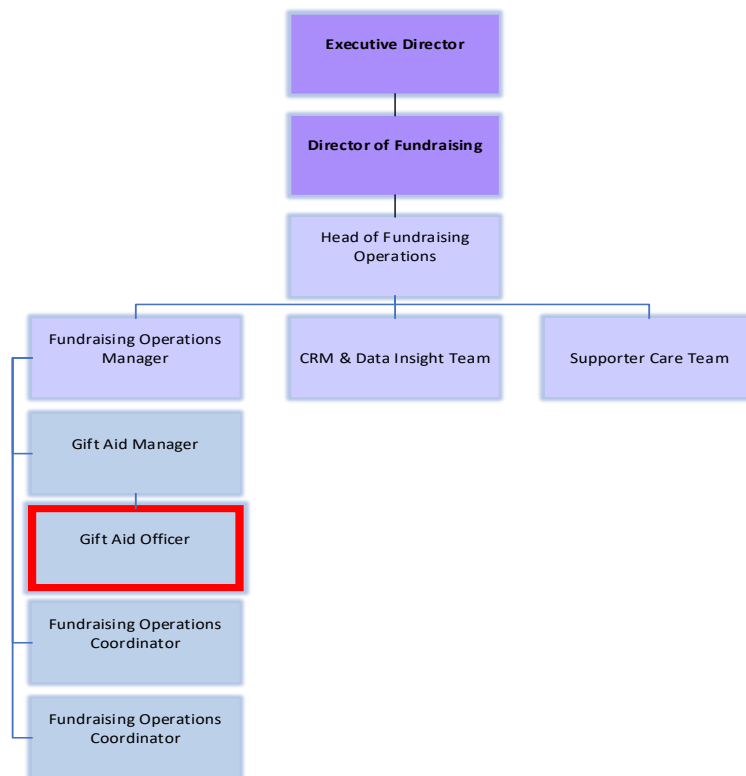
They are also the main point of contact for the Fundraising team, providing training and advice on Gift Aid, and maintaining relevant user guides and documentation. The Gift Aid Officer will also liaise directly with supporters on Gift Aid queries.

DIMENSIONS

The Gift Aid Officer ensures the timely and accurate processing of data and donations related to Gift Aid to agreed SLA's and standards. They also make sure that the provision of excellent supporter care is sustained when communicating about Gift Aid to supporters.

Just under 10% of MSF UK's income is received through the Gift Aid scheme which supports the wider fundraising team target of over £100 million.

ORGANISATIONAL STRUCTURE



CONTEXT

Médecins Sans Frontières/ Doctors Without Borders (MSF) provides life-saving emergency relief and longer-term medical care to some of the most vulnerable and excluded communities around the world. As an independent medical humanitarian organisation, we deliver care based only on need, regardless of ethnic origin, gender, religion or political affiliation.

MSF relies on donations from private individuals and organisations for the majority of its income. This private funding gives MSF the freedom to respond where needs are greatest and to speak out publicly, free from any political interference.

MSF has around 45,000 local and international staff working in over 70 countries, in some of the most challenging places in the world. Our medical humanitarian projects are supported by teams in 32 countries, including the UK, spread across Europe, North and South America, Asia, Africa and Australasia.

At MSF UK, we support MSF's operations by building relationships with our supporters, increasing awareness of our work, raising funds, providing specialist medical expertise, catalysing change on medical humanitarian issues and recruiting field staff. MSF UK personnel are dynamic, hard-working, enthusiastic and committed to MSF's values and aims.

FUNDRAISING DEPARTMENT

The Fundraising Department raises money for MSF field operations globally, and to cover MSF's administration costs in the UK. The Fundraising Department contains the Fundraising Operations team, the Individual Giving team and the Philanthropy team, which includes the Community, Events & Tributes team. In 2024 MSF UK raised over £82 million.

Our goal is to build loyalty from our donors by bringing them closer to the people that MSF assists, and the medical action that their donations make possible. MSF UK prides itself on the accessibility of the Fundraising Department to our supporters and the provision of excellent supporter care at all levels; this is central to the philosophy of our fundraising.

FUNDRAISING OPERATIONS TEAM

MSF has a global ambition to increase income by 2030. Our global strategic framework focuses on building long-term fundraising programmes, and the Fundraising Operations team at MSF UK will play a part by supporting the Fundraising team to build a diverse portfolio of income streams recruiting and developing long-term, loyal supporter relationships which deliver the funds for MSF's medical work.

The Fundraising Operations team comprises 15 roles. Within the team there are sub teams, each lead by Managers with the Head of Fundraising Operations having oversight. These teams are:

- Fundraising Operations – 5 team members
- Supporter Care – 4 team members
- CRM and Data Insight – 5 team members

The Gift Aid Officer will work closely with all colleagues within the Fundraising Operations team as well as key colleagues within our Individual Giving, Philanthropy and Finance teams.

ACCOUNTABILITIES

1. Manage the monthly Gift Aid claim process and file submission by Woods Valldata. This includes, spot checking the files, making decisions on the eligibility of the donations being presented in respect of HMRC's and MSF's internal rules, and ensuring donations and declarations are correct and have a clear audit trail.

KEY PERFORMANCE INDICATORS

1. Ensuring Gift Aid income is accurate and maximized and the monthly Gift Aid claim is submitted by agreed deadlines. Ensures regular funds from this income source to support MSF UK's annual income target.

<ol style="list-style-type: none"> 2. Manage the submission of tax claims for Discretionary Trusts and Legacy Tax claims to HMRC directly by MSF, liaising with the Legacy Administrator to ensure the donations and supporting paperwork is correct. Ensuring tax efficient income is accurate and maximised. 3. Help provide Gift Aid training to the Fundraising team to ensure MSF is approaching Gift Aid with the correct and consistent training in place and maximising Fundraising income from tax efficient giving where possible. 4. Maintain relevant process documentation and training materials for Gift Aid processing and ensuring this is up to date at all times. This extends to the MSF UK website to support donors' queries and questions. 5. Act as the main contact point within the Fundraising team and for supporters on Gift Aid. Responding to general enquiries and donation processing requests from the team and potential or current supporters regarding Gift Aid. Liaising with HMRC where required to ensure MSF's Gift Aid records and claims are accurate and maximised. 6. Create and look for opportunities to increase income from Gift Aid or other tax efficient ways of giving. Work with fundraising team members and 3rd parties, if needed, to create and establish robust processes to take this forward. 7. Support the delivery and management of regular communications to supporters regarding Gift Aid. This includes confirming inclusion in or promoting the Gift Aid scheme to supporters or following up on cancellation requests. Identify and manage problem areas in processing Gift Aid including joint supporters, historic and ineligible declarations, communicating with supporters where required. 8. Ensure MSF UK is represented at the external Charity Tax Group for Gift Aid. Ensuring MSF benefits from this membership, remaining up to date with Gift Aid regulations and solutions that could be implemented in MSF UK to ensure fundraising income is accurate and maximised. 	<ol style="list-style-type: none"> 2. Ensuring other forms of tax efficient giving income is accurate and maximized and claims to HMRC are submitted regularly to agreed deadlines. Ensures regular funds from this income source to support MSF UK's annual income target. 3. Training is delivered to new starters, refresher training where requested/needed and at least annually in line with the annual telephone handling training sessions. 4. Gift Aid documentation and training materials are in place and reviewed regularly when processes are updated and at least annually. MSF UK website Gift Aid pages revised annually. 5. Ensuring enquires around Gift Aid are responded to promptly and within agreed SLA's. Seeking further advice from HRMC or escalating where required. 6. Improving processes that result in increased income through Gift Aid. Maximising fundraising income. 7. Ensuring consistent supporter communications around Gift Aid, problem records identified and reduced/eliminated and Gift aid income maximised. 8. Build good working relationships and knowledge sharing with colleagues across the sector on Gift Aid. Ensuring MSF UK Gift Aid claims are within the scheme's rules.
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CHALLENGE & CREATIVITY / DECISION-MAKING

The job holder will need to be organised, flexible and good at managing a busy workload.

Working closely with the Gift Aid manager they are responsible for research and proposing changes to how MSF UK manages Gift Aid income and they work closely with the Fundraising Systems Manager on the future strategic direction of Gift Aid processing systems. They need to be able to influence other stakeholders at MSF in regard to new ways of working or tools to adopt as part of this.

KNOWLEDGE, SKILLS & EXPERIENCE

- Experience in the practical use of personal IT equipment and Microsoft Office 365 suite. The ability to effectively collaborate and communicate within a hybrid working environment utilising Teams, SharePoint, One Drive and Yammer.
- Demonstrable working knowledge of HMRC's Gift Aid Scheme and processes
- Considerable experience of Gift Aid management within a fundraising environment
- Experience of UK charity database systems, within a fundraising environment
- Experience of working with 3rd parties on Gift Aid claims and processes
- Demonstrable knowledge of Microsoft Excel to an intermediate level including the ability to produce and manipulate pivot tables
- An excellent level of numeracy, combined with accuracy and an attention to detail is a must
- A systematic and organised approach with a proven ability to follow things through and meet regular deadlines
- Self-motivated, flexible and able to work without close supervision within a team environment
- Confident interpersonal and negotiating skills which show an ability to manage and build relationships with supporters, external suppliers as well as with colleagues
- An excellent communicator with training experience and the ability to deliver complex information to a variety of internal stakeholders in an accessible and relevant way
- A proven track record in managing a busy workload to deadlines whilst maintaining attention to detail on the job at hand
- Professional telephone manner with a friendly, empathetic, calm manner and an ability to connect with supporters
- Excellent written communication skills, with the ability to convey Gift Aid and its complexities to MSF's supporters
- Flexibility to take on other related tasks combined with a willingness to learn

- Fluency in written and spoken English
- Commitment to the aims and values of Médecins Sans Frontières

COMPETENCIES

Respect:

- Invites team members and colleagues from other departments to provide input on topics of discussion and considers their contribution and experience.
- Participates in and involves the team in the discussion and decision-making process that may affect all team members before the final decision is made.
- Values colleagues as human beings, demonstrated through equal respect for staff and beneficiaries.

Integrity:

- Acts by example, modelling the behaviour expected from team members.
- Seeks out and offers each team member an equal opportunity and tools to succeed.
- Works to achieve cohesion and a spirit of cooperation in the team.

Humanity:

- Strives to learn and get to know more about each team member in order to better understand their needs, potential and ascertain ways to better support and work with them.
- Shows interest and empathy through active listening. Is approachable: listens actively, observes and acknowledges what they hear.
- Removes obstacles that may hinder potential improvements and ways of working in the team, i.e. need to expand and try new things.

Accountability:

- Admits mistakes, misjudgements or errors and immediately informs others when unable to meet a commitment and seeks support to do this if needed.
- Strives for efficiency in every aspect of their work.
- Demonstrates willingness, ability and readiness to change attitudes and behaviours to achieve agreed outcomes and works with team members to ensure these are reached.

Empowerment:

- Instils acceptance and optimism in the team.
- Allows time and space for people to open up, take appropriate risks, leading to a sharing of knowledge and open communication.
- Ensures that team and individual objectives are well-defined, shared and acknowledged by the organisation.

Collaboration: Collaboration is at the centre of all we do.

HOW TO APPLY

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation (please upload as one document)** by the closing date.

Incomplete applications will not be considered.

Application checklist

Please check that you have included the following in your application:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

Recruitment timetable:

- **Closing date for applications: 27 April 2026, 8.00am (BST)**
- **First round interviews: 29 April 2026**
- **Projected Start Date: May 2026 Dependent on applicant availability**

ADDITIONAL INFORMATION

Accessibility

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting recruitment.UK@london.msf.org

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

Diversity, Equity and Inclusion

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

Safeguarding

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

Right to work in the UK

Candidates must have the right to work in the UK. Employment sponsorship will NOT be offered by MSF UK for this role. Please [click here](#) to check whether you have the right to work in the UK. If you would like to discuss your right to work status further, please contact recruitment.UK@london.msf.org.

For questions, issues or further information, please contact Recruitment.UK@london.msf.org.

We look forward to receiving your application!