

JOB DESCRIPTION



Job Title: Fundraising & Charity Administrator
Reports to: Chief Executive Officer (or as delegated to the Fundraising Manager)
Hours: 35 hrs per week

About Helping Rhinos

Helping Rhinos works to provide secure, sustainable and healthy eco-systems which are rich in biodiversity and provide an environment where all species of rhino can thrive for generations to come. We focus on addressing the three key threats to rhinos – Poaching, Lack of Habitat and Disengaged Communities by creating Rhino Strongholds – expanding wild spaces for wildlife that protect the rhino, conserve their natural habitat and inspire local community-led conservation initiatives.

About the Role

This role offers an excellent opportunity to someone who is interested in kick starting a career in fundraising but who is wanting to gain insight into the essential ingredients that underpin successful income generation first.

You will be utilising your excellent organisational and prioritising skills whilst working in a fun fundraising environment focussing on a range of income streams which includes donations from the general public, businesses and institutional funders, animal adoptions, mass participation challenge events, campaigns, legacy and other engagement events. As the Helping Rhinos Fundraising & Charity Administrator, you will be playing a key role within our small team. By taking responsibility to manage the charity's key fundraising administration tasks you will play a vital role in ensuring the organisation runs efficiently and effectively both for the team but most importantly for our supporters! Your efforts will therefore directly contribute to the sustainability and growth of Helping Rhinos.

Primary Duties and Responsibilities

Management of Helping Rhinos enquiry inbox

- Respond to supporter enquiries and requests in a timely manner and make a judgment call on how best to support them/who to pass the query on to and ensure follow through.

Supporting the Stewardship of Helping Rhinos Stakeholders

- Ensure that the current stewardship mechanisms in place, are observed, reviewed and monitored for the various tier levels of donors
- Work with other team members to help support donor stewardship generally to ensure our offerings meet or exceed donor expectations.
- Maintain and monitor the Trust and Foundation donor report calendar and prompt keyworkers when reports are due.

Management of Website Content Management System (CMS)

- Add new articles and make page updates to the website as needed
- Create new rhino orphan adoptions factsheet as required
- Update adoptions fact sheets & description copy annually

Event Organisation and Auction Support

- Participate in event organisation and planning
- Support Fundraising Manager with auction site setup
- Contact auction winners to arrange shipping and unite prizes with purchaser post event.

Data/Database Management/internal process

- Import supporter data to the charity's CRM database, Donorfy, on a weekly basis
- Run targeted data selections in Donorfy as required to support newsletter and major donor communications
- Ensure Helping Rhinos' data complies with the latest GDPR legislation

Supporting Fundraising

- Liaise with and support individual fundraisers and challenge event participants to achieve their fundraising goals
- Support the stewardship plan for our Art Ambassador community and act as the lead keyworker for the members
- Assist with due the diligence process and research for prospective major donor and corporate supporters
- Liaise with team members to issue Commercial Partnership Agreements (CPAs) & Logo Licenses for new Corporate partnerships
- Act as the contact point for corporate supporters (which may involve in being delegated as account management of a small number)

Support the Helping Rhinos Core & Volunteer Team

- Create and manage team meeting agendas including taking minutes from the weekly core team meetings
- Produce fundraising reporting which could be from the CRM, internal financial documents and/or third party platforms
- Volunteer onboarding, practical and stewardship support

Working Hours

This is a full time position with the working week being Monday to Friday, 9am to 5pm. Flexible working patterns will be considered.

Work location

Helping Rhinos does not run a central office. The successful candidate will therefore be required to work remotely. While no geographical location is preferred, you will be required to attend occasional meetings in the London and Brighton area and attend some events which may be held out of hours of the working day.

Training & Learning

The successful candidate will gain an understanding of rhino and wildlife conservation and the role of international NGOs. Practical training will be given on Helping Rhinos platforms, CRM and other campaign awareness. The post holder will be expected to be prepared to self learn in order to develop an understanding of how a charity operates and how Helping Rhinos fits into the wider wildlife conservation sector. It may be possible to have a mentor to assist with general fundraising learning/career development

Skills and Experiences:

Essential:

- Highly organised with proven experience in administration ideally in the non profit sector
- A self starter who can work remotely without micro management
- Excellent written and verbal communication and interpersonal skills
- Project management skills, with the ability to prioritise and meet deadlines
- Proficiency in using basic Microsoft packages (Word, Excel and Powerpoint) and generally strong digital skills
- Attention to detail
- Positive and flexible attitude
- Fluent in oral and written English
- Team player

Desirable

- Previous charity experience in/for a conservation focussed organisation
- Donorfy CRM user or experience of similar CRM
- Experience in maintaining Wordpress websites
- Understanding of the conservation sector, particularly in rhino protection