



Job Title (Location)	Fundraising Administrator - Swansea
Salary and Band	Band 3 – Salary range £26,316 - £26,981 DOE
Annual Leave	27 days plus 9 bank holidays for full time hours
Reports to	Centre Fundraising Manager
Direct Reports	Fundraising volunteers

About Maggie's

Maggie's provides free cancer support and information in our specially designed centres across the UK and online. Working alongside NHS hospitals, Maggie's centres are staffed by expert Cancer Support Specialists, Psychologists and Benefits Advisors, helping people to take back control when cancer turns life upside down.

Our ambition is for Maggie's to be there for everyone with cancer. Our long-term aim is to make sure that Maggie's is available at all 60 NHS cancer sites across the UK. We will ensure that nobody living with cancer is unable to access the expert psychological, practical and emotional support they need. In the next five years we will be halfway to achieving this goal with Maggie's centres being operational or planned at 30 major NHS cancer sites.

About the Post Holder

The post-holder must be passionate about bringing people together, building dialogues and listening to ideas. The post-holder must be able to organise, co-ordinate, record and use data. You will have strong IT skills in Microsoft Office packages including Word, Excel and Outlook, and the internet and the ability to organise a wide variety of activities at any one time. Attention to detail, strong communications skills and excellent numeracy skills alongside a positive and friendly approach is essential.

About the Role

As an integral member of the Fundraising Team, the Fundraising Administrator will support the delivery of a range of successful fundraising activity based around the centre, in order to maximise income for Maggie's. You will welcome and support visitors within the centre in their fundraising for Maggie's as well as in the local community and ensuring they are motivated, informed and supported. This is a demanding role in a fast-paced environment where priorities change frequently.

There will be a requirement to work irregular hours as well as some local travel.

Key Responsibilities

- First point of contact for enquiries from community audiences and suppliers.
- Respond to enquiries from the public, volunteers, fundraisers etc (by phone, mail and in person) including responding to requests for information and material etc.
- Refer enquiries to Centre Fundraiser where appropriate.
- Provide and facilitate supporters with a choice of how they fundraise and work with Maggie's in line with the national strategy and plan.
- Provide excellent supporter care, which enthuses supporters and encourages commitment and loyalty to Maggie's.
- Liaise with Supporter Services Teams to ensure complaints, responses and enquiries are efficiently and effectively handled, followed up and recorded.
- Support communications activities using appropriate conventional and online media
- Work collaboratively with centre teams to maximise income from all areas.
- Maintain effective online and offline systems including filing, stock taking etc
- Support the Centre Fundraising Manager as required, including administrative duties
- Support the centre fundraising activity plan to ensure that activities are well planned, marketed and supported
- Coordinate and update the Community Fundraising Team's web, Facebook & twitter pages, ensuring that the team's use is effective, consistent and up to date
- Collate and catalogue supporter stories for work with local media and PR.
- Attend local and national fundraising activities as appropriate
- Accurately monitor and evaluate activity results for reporting purposes
- Bank and acknowledge all donations to Maggie's via the central database and process and keep accurate records on all donors.
- Ensure Gift Aid declarations are sent out where appropriate.
- Process invoices as required.
- Ensuring that all communications are inspirational, personal and relevant.
- Supervise volunteers to support fundraising activity and administrative tasks.
- Ensure that all data is entered on the database ensuring a high level of accuracy.
- Ensure up to date financial and supporter records are maintained and accessible on Maggie's central database and in any other form required.

Essential skills and experience

- Educated to A level / Higher or equivalent
- At least two years' work experience with transferrable skills
- Experience of volunteering in the voluntary sector
- Excellent IT skills
- Strong written and verbal communication skills