

Job Description

Job Title: Donor Support Officer (Finance and Administration)

Weekly Hours: 28-35 hours over 4-5 days per week

Based At: Flexible: Based at Cumbria Wildlife Trust's head office at Plumgarths, Kendal, LA8 8LX or our northern office at Gosling Sike, Carlisle with potential for some home working

Reports To: Head of Fundraising

Responsible for: Supporting the fundraising team with finance and administration.

Job Purpose:

We are all facing a crisis for our natural world. Cumbria Wildlife Trust wants both wildlife and people to be able to benefit from a healthy environment. We're restoring broken ecosystems and returning missing species. We are putting nature's recovery at the heart of everything we do.

Our fundraising team is small, but effective and is supported by the expertise and commitment of our marketing staff. Our team is dynamic and adaptable and we are looking for a highly motivated administrator who can support the existing team by being adaptable to using their skills and energies to meet the challenges of multiple priorities. You will be playing to your strengths and benefitting from the strengths of others in our team.

Our income comes primarily from our wonderfully supportive membership, from grants and donations from individuals and our business supporters. We are now seeking an efficient administrator with a sound financial background to support our fundraising activities.

Special Features of the Role:

This role will support the existing fundraising team to ensure that our supporters are well looked after and that funds raised are requested in a timely and efficient manner. Whilst a good background in finance and administration is essential all specific on the job training will be provided.

As this role is supporting the fundraising team there will be opportunities to develop a career in this area of work. This could be through formal qualifications or through in-house mentoring which could lead to career progression.

Main Objectives

Here is an outline of the main tasks that will support the fundraising team:

- Grant funding is a big source of our income. You will compile invoices and project reports for submission to funding organisations to ensure the smooth claims process for grants that have been awarded.
- Prepare financial statements for projects summarising expenditure versus income.
- Respond to enquiries from individuals and businesses who wish to support our work and ensure that an appropriate member of the fundraising team provides the information needed.

- Provide excellent customer service to all who support our work particularly people that choose to fundraise for the Trust by taking part in challenge events.
- Administer the Trust's corporate membership scheme and ensure that due payments are requested in a timely manner.
- Ensure that businesses that choose to support us receive appropriate information about how they can help wildlife and that their contribution is recognised appropriately.
- Administer corporate volunteering days for businesses, arrange bookings with the Trust's conservation team and ensure payments are requested where appropriate.
- Assist the fundraising team with the administration of mailings such as fundraising appeals and annual updates.

Supporting the Trust

Be proactive in increasing the Trust's membership.

Raise the profile of Cumbria Wildlife Trust.

Seek to raise increased funds for the Trust.

Develop and participate in educational aspects of the Trust's work including events, guided walks and illustrated talks.

Any additional duties as outlined in the Annual Work Plan.

Any other duties that may reasonably arise from time to time.

All tasks and responsibilities to be carried out in accordance with the Trust's policies and procedures.

Date: May 2024

Person Specification

Post Title: Donor Support Officer

1 Qualifications & Experience:

The post holder will be expected to have qualifications and recent and relevant experience in the following areas:

		Essential	Desirable
1.	Previous experience of working in an administrative and/or finance role in a busy office environment	•	
2.	5 GCSE's including English & Maths at grade C / grade 4 or above, or equivalent qualification or experience	•	
3.	Intermediate level of experience using Word, Excel and Outlook	•	
4.	Experience of using a database system (we use Access Charity CRM)		•

2 Knowledge & Skills:

The post holder will have the following knowledge and skills:

		Essential	Desirable
1.	Good numeracy and literacy skills	•	
2.	Excellent customer service skills	•	
3.	Accurate data entry and attention to detail	•	
4.	Good organisation and planning skills	•	
5.	Ability to work independently with minimal supervision	•	
6.	Good problem-solving skills	•	
7.	Understanding of data protection requirements		•
8.	Ability to spot inconsistencies in data		•

3 Personal Qualities

The post holder should possess the following:

		Essential	Desirable
1.	Enjoy providing excellent service to staff and our supporters	•	
2.	Be confident in handling confidential data	•	
3.	Have good timekeeping skills	•	
4.	Have a flexible approach, able to respond to changing demands	•	
5.	Be willing to follow established systems and procedures	•	
6.	Work well within a team	•	
7.	Enjoy data analysis		•