Cardinal Hume Centre
Each Person Matters

Job description

Job title: Fundraising Administrator
Reports to: Individual Giving and Gifts in Will (GIW) Manager
Contract: permanent, part time 21 hours (0.6fte)
Salary £15,930 (£26,550 fte)

About us:

The Cardinal Hume Centre works to prevent and tackle youth and family homelessness. We:

- Provide a home with support for up to 39 young people
- Support children and families in housing or other need
- Offer housing and welfare rights advice to help people keep or find a stable home and to manage their money
- Advise and coach people to find work, learning or training
- Provide immigration advice to help people secure their legal right to remain in the UK to access homes, work and benefits.

In the last year we helped over 1500 people including over 800 families and over 300 children and young people, aiming to break the cycle of homelessness and poverty from a young age. Our approach is personalised, acknowledging the unique complexities of each individual through six key services: residential; family support, legal advice, employment, education and immigration advocacy.

The Centre is based within five minutes' walk from Parliament but works in an area where homelessness in nearly all its forms has increased. Around 3,800 children from Westminster are housed in temporary accommodation. Over 30% of children live in poverty. Families face unaffordable housing costs, a challenging labour market and rising levels of crime.

With an annual income in the region of £3.5 million, the Centre currently employs around 65 dedicated members of staff and around 45 volunteers.

Team context:

The Fundraising team raises around £2.5m each year and is led by the Director of Fundraising and Communications.

There are 11 members of the team in total, across the income streams of Individual Giving, Major Donors, Trusts and Foundations, Corporate Partnerships, Community and Legacies. And includes a manager of our Charity Shop based within our site footprint and one Communications and Content Manager.

This role reports to the Individual Giving and GIW Manager and works with the Fundraising and Legacies Administrator as part of the Individual Giving and Gifts-in-Will (GIW) income-streams team.

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About the role:

To ensure that every individual and organisation receives first-rate customer care by processing supporter enquiries and income within the agreed Service Level Agreement (SLA) guidelines.

Accountabilities:

1. To support the administration and implementation of our Donor Care Management.
2. To support the Individual Giving and GIW Manager in the implementation and delivery of individual giving and legacy marketing campaigns.
3. To support the Fundraising Administrator in the management of the charity database ensuring that all data is compliant with GDPR legislation.
4. To work closely with the finance team to ensure that all fundraising income is coded correctly.
5. To assist with other supporter marketing activities as required.

Job description:

1. To support the Individual Giving Manager in the delivery of legacy and IG marketing campaigns by managing the creative approval process, running data selections for target audience, processing invoices and monitoring campaign performance.
2. To process all fundraising donations including one-off and regular payments and third-party platform transactions in line with our departmental business processes.
3. To act as first point of contact for enquiries and queries to the fundraising team and to ensure that they're managed in accordance with best practices for handling donor concerns.
4. To ensure that all enquiries and complaints are processed through the Complaints Matrix in accordance with our departmental procedures.
5. To ensure that all donations and communications are recorded accurately and in line with data protection requirements.
6. To provide administrative support to the Fundraising Administrator when needed.
7. Provide any additional admin support to the IG manager or Fundraising Director as needed.

Person specification

Essential:

1. A proven record of accomplishment of working to targets and deadlines.
2. Excellent verbal and written communication skills, with strong interpersonal skills and the capacity to build authentic relationships with people from all walks of life and levels of seniority.
3. Customer care experience.
4. Competent IT skills in Microsoft software such as Outlook, Word, Excel and Teams.

5. Able to deal sensitively, assertively and diplomatically with people both in person and on the phone or email.
6. A well-organised team player who can communicate well across the team and work well alone. Managing own work and prioritising demands from multiple people.
7. Strong numeracy and analytical problem-solving skills.
8. Meticulous attention to detail.
9. Empathy with the faith-based philanthropic motivations of our many Catholic donors.
10. Willingness and ability to work flexibly including some early evening and occasional weekend work at fundraising events or open evenings.
11. A strong commitment to the Centre's mission, values and behaviours; a strong belief in the value of every individual.

Desirable:

- Experience of working in a fundraising environment.
- Experience of using a Customer Relationship Management (CRM) platform and understanding of data protection laws (GDPR).
- Fundraising or campaign management experience.
- Experience in stewardship and cultivation events.
- Experience of paid or volunteer roles in the faith-based sector or homeless charity.

Additional information

The Centre expects all staff to share its commitment to the following:

- an active commitment to ensuring that equality, diversity and inclusion is part of all work
- an understanding of and a commitment to safeguarding adults and vulnerable children in relation to your role
- to be supportive of all teams across the Centre whose work is invaluable to maintain the delivery of our work
- actively support the Centre's use of accurate data recording and monitoring requirements to support client delivery, to help ensure our interventions are impactful

Our people - we believe each person matters:

Our clients

Our clients guide everything we do. We're here to help children, families and young people experiencing or at risk of homelessness, or clients who have urgent needs that can be met at the Centre and not elsewhere.

We value every person; this is central to our work
We seek to develop trusting relationships with our clients. We rely on them to help us improve and develop our services so we include them wherever possible in our work.

Our staff and volunteers
Our staff and volunteers are diverse in their backgrounds, and their skills and experience. Many have lived experience of the challenges our clients face. We are proud of our warm welcome and our team's commitment to support people facing disadvantage to escape the cycle of poverty and homelessness.

The Centre's website has more about our work including our approach, our strategy and our values and behaviours.