

Job Description



Job title:	Philanthropy Administrator
Department:	Fundraising
Reporting to:	Senior Philanthropy Lead
Salary:	£30,972 per annum
Hours:	35 per week
Location:	Based in London / Hybrid
Contract type:	Permanent

Aims and influence

- To provide administrative support to the Philanthropy team
- To keep the fundraising databases (Raiser's Edge and Microsoft Dynamics 365) up to date (training will be provided)
- To support the Philanthropy team to deliver supporter communications and experiences

Financial and supervisory responsibility

- Coordinate Crisis members and staff who are participating in Philanthropy team events
- Process donations and generate invoices

Other key details

- Occasional evening work at events will be required. Time off in lieu will be given in accordance with Crisis toil policy
- Hybrid working; you will be required to work from the London office approximately one-two days a week and more as required for key meetings and events



**Together
we will end
homelessness**

Job responsibilities

To provide administrative support to the Philanthropy team. This will include, but is not limited to;

Finance support

- Proactively collating information and liaising with teams to ensure accurate and timely gift identification, and processing and receipting where required;
- Generating purchase orders and invoice requests;
- Supporting Gift Aid processing and checking historic gifts and declarations to ensure all Gift Aid is appropriately claimed

Support on prospect management

- Managing the philanthropy inboxes and assisting with email and phone enquiries;
- Support with thanking of some new philanthropy supporters;
- Managing the pipeline of prospective supporters, working closely with the Prospect Research Executive and philanthropy team to identify new prospective supporters and assign them a relationship manager

Data support

- Using Raiser's Edge to monitor enquiries, pledges and donations, check gift aid declarations, create reports, pull data for mailings, update supporter records and extract data for analysis;
- Ensuring compliance with the Data Protection Act 2018 and relevant Fundraising Regulation;
- Working closely with the data teams to ensure the database is fit for philanthropy use and is being used correctly
- Working closely with the Philanthropy Executive to support with the migration from Raiser's Edge to Microsoft Dynamics 365
- Collaborating with the Philanthropy Team to develop agreed processes and ways of working for the new Microsoft Dynamics 365 system
- Working to support the team to develop document storage structures on SharePoint

Communications and engagement

- Leading on the creation, design and distribution of the monthly e-newsletter using Adestra (training will be provided)
- Leading on regular reviews and evaluations of the philanthropy webpages and updating these using Umbraco (training will be provided)
- Supporting on the creation and distribution of philanthropy blogs
- Supporting Relationship Managers on appeals and mailings, including creating, proofing and distributing fundraising materials to supporters;
- Supporting on the planning, development, execution and follow up of Philanthropy team events;
- Supporting the team with communications and stewardship of supporters

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- Using Yammer and other internal comms channels to support wider understanding of philanthropy and showcasing the team's work across Crisis
- Supporting the development of the philanthropy team's internal network and building relationships with teams across the organisation

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required

Person Specification

Essential

- 1 Good verbal and written communication skills, with the ability to tailor communications to different audiences, including external
- 2 Experience of working in a supporter or customer facing environment
- 3 Good numeracy skills and an understanding of finance processes
- 4 Experience using Microsoft packages and ability to learn new software
- 5 Experience using Customer Relationship Management databases (CRMs).
- 6 Experience supporting a busy team on multiple projects and meeting deadlines
- 7 Experience of reviewing processes and identifying and implementing improvements where needed
- 8 Strong organisation skills, attention to detail and a methodical approach to tasks
- 9 Able to work on own initiative, and as part of a closely coordinated team
- 10 Commitment to Crisis's values and ending homelessness, as well as commitment to ensuring equality, diversity and inclusion
- 11 Experience of using digital technology (including web CMS), updating webpages and/or InDesign.

Desirable

- 12 Experience working in the charity sector and/or homelessness or social justice organisations

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

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You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.