

Public Fundraising Administrator FTC – 12 months



Leukaemia UK – Our Charity

Leukaemia UK is growing! We are expanding our team to achieve a step-change in income, profile and impact in 2025 and beyond.

We are a 'small but mighty' charity with one big ambition: to stop leukaemia devastating lives. Over the next 10 years we want to help save and improve the lives of more people with leukaemia through funding life-changing research and campaigning for change.

Despite progress in recent decades, someone in the UK is diagnosed with a blood cancer every **16 minutes** and for some types of leukaemia survival rates are among the worst of any cancer. And the physical and psychological impact can be lifelong.

Our current strategy outlines our plan to increase our investment into ground-breaking world class research and policy development focused on improving access to kinder, more effective diagnosis, treatment and care for leukaemia and other blood cancers. To do this, we are embarking on a period of significant growth, investing strategically to grow our income, profile, influence, and engagement and impact.

As we begin the fourth year of this ambitious 5-year strategy, we are seeking a passionate and pro-active Public Fundraising Administrator.

Team

We are a close-knit team, who are all passionate about Leukaemia UK and putting those affected by the disease at the heart of everything we do. We are all focused on "keeping it real" with pragmatic, practical solutions, as well as ensuring that our charity gets the funding it needs to continue to help those diagnosed with leukaemia and other blood cancers.

From us you can expect fun and creativity, as well as great challenge and support. We may not be about the corporate life here, but we are all about delivering exceptional expertise and making a real change to people's lives.

Leukaemia UK and You

We are looking for an organised and accurate assistant to support the Public Fundraising team across a range of administrative tasks to ensure our fundraisers have a positive experience supporting Leukaemia UK. These include banking cheques and thanking donors, sending out fundraising materials such as running vests, adding supporters to the database and relevant third-party consoles and fulfilling a range of other enquiries.

The successful candidate will be a friendly, supporter-focussed individual who approaches their work with pride and enthusiasm, working quickly and diligently in a fast-paced environment. They will need to be able to work from our central London office at least two days a week.

Knowledge & Experience

Experience

- ✓ Accurate data entry
- ✓ Working in an office environment

Knowledge and Skills:

- ✓ Good working knowledge of customer/supporter databases.
- ✓ Working knowledge of Excel, Word, Outlook.
- ✓ Professional, confident and friendly telephone manner to work with a wide range of people and suppliers.
- ✓ Ability to work with a high level of accuracy and attention to detail.
- ✓ Excellent written English including spelling and grammar.
- ✓ Ability to pick up new processes and tasks quickly and work independently.
- ✓ Ability to manage a varied workload.

Role specifics

Overview

This document sets out to define the specific roles and responsibilities for the above role within Leukaemia UK. The roles and responsibilities defined within this document should be read in conjunction with the contract of employment for the person defined within this role. The particulars in this document do not affect the Terms and Conditions of Employment.

Item	Description
Department	Public Fundraising
Reports to	Head of Public Fundraising
Hours	Full-time 37.5 hours per week, Monday to Friday. FTC – 12 months
Location	Hybrid working with a minimum of two days per week in the office
Salary Range	£22,000 - £27,000
Core Job Description	<ul style="list-style-type: none"> • Ensuring that we are working efficiently and effectively by undertaking a range of administrative tasks to support the work of the Public Fundraising team. • Provide an excellent standard of care to supporters, potential donors and members of the public, by responding to fundraising enquiries by phone and email. • Process offline cash and cheque donations across fundraising, accurately recording, banking and thanking. • Fulfil material requests for supporters across Public Fundraising • Ensure the integrity of the database by importing data and amending supporter details as necessary.

Banking and Thanking

- Collect post weekly from our local Mailbox Etc, with another member of staff. Sort the post, and accurately scan, log, bank and thank donations within 3 days of receipt in line with Leukaemia UK's income acceptance and recording process, including occasional CAF donations.
- Review thank you letters sent to supporters and create letter templates on Salesforce for a range of enquiries. Ensure these are regularly updated.
- Acknowledge all new MuchLoved and other Tribute Fund pages, sending Leukaemia UK's condolences on their loss.
- Send handwritten sympathy/thank you cards to In Memory donors.
- Scan any legacy correspondence received and email to the legacy administrator.

Fulfilment

- Send fundraising materials to supporters such as running vests and collection boxes.
- Fulfil legacy guide enquiries
- Add new regular givers (including payroll givers) to the database and send their welcome pack.

Support for Public Fundraising Team

- Helping add Challenge Event fundraisers to the appropriate event consoles, ensuring that they are entered into the event.
- Answer inbound fundraising telephone calls; responding to a wide range of enquiries, answering them as the first point of contact if possible and referring on internally if needed or signposting externally.
- Support the wider Public Fundraising team in moderating fundraising Facebook Challenge pages and encouraging them in their challenge and fundraising.
- Thank birthday and in celebration Facebook fundraisers by interacting with them on their page.
- Monitor stock levels, flagging with relevant teams if items need reordering.
- Help manage the Fundraising and Info email in-boxes, responding or forwarding as necessary.
- Amend and cancel regular gifts as necessary.
- Attend Leukaemia UK cheerpoints and support at mass participation events as required
- Keep a log of all invoices submitted by the Public Fundraising team to Finance.
- Maintain a list of FAQs, working with teams across Leukaemia UK to agree the answers.

Supporter Feedback

- Field complaints to the appropriate team to respond to, within agreed timescales. If the complaint is not resolved, escalate as per the complaints policy.
- Ensure all complaints and responses, are recorded.
- Log all compliments received by team and report on these quarterly.

Data Management

- Ensure the integrity of the database by amending supporter details as necessary – for example changes of address.
- Process data in accordance with internal procedures, GDPR legislation and the Fundraising Regulator code of fundraising practice.
- Ensure Gift Aid Declarations are correctly logged on Salesforce and prepare claims from online donations to be submitted to HMRC by Finance.

General Responsibilities

- Focus on professional development by attending training to develop relevant knowledge and skills.
- Actively promote the core values of Leukaemia UK whilst working towards achieving the strategic objectives of the charity.
- Represent Leukaemia UK in relevant charity sector initiatives and ensure that the charity continues to learn from and share information with internal and external stakeholders as appropriate.
- Promote equality of opportunity, diversity, and inclusiveness to ensure that the delivery of people management, policies, and systems through all aspects of the charity are fair, transparent and consistent, without prejudice or discrimination to any internal and external stakeholder.
- Carry out any other tasks deemed appropriate by Leukaemia UK