

Job description

Job title: Fundraising and Legacy Administrator

Reports to: Individual Giving Manager

Salary: £15,900 per annum (£26,500 FTE)

Contract: 3 days (21 hours) per week, fixed term until end of December 2024

Location: Office based role in Westminster, London

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.

Last year we helped over 1200 people including nearly 600 families and 230 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 3,600 children from Westminster are housed in temporary accommodation. Over 25% 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:

This role reports to the Individual Giving Manager. 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. We also have a manager of our Charity Shop based within our site footprint and one Communications and Content Officer.

About the role:

The overall purpose of this role is to provide temporary cover as a Fundraising and Legacy Administrator within the Individual Giving and Gifts in Wills team ensuring that all BAU (business as

usual) is maintained, and all daily tasks and objectives are met in collaboration with the Fundraising Administrator.

Accountabilities:

1. To ensure that legacy gifts are administered in a timely and effective manner.
2. To support the Individual Giving & Gifts in Wills Manager in the implementation of the legacy marketing strategy.
3. To lead in the management of the charity database ensuring that all data is compliant with GDPR legislation, and data protocols are adhered to by all the fundraising team.
4. To work closely with the finance team to ensure that all fundraising income is coded correctly and that regular Gift Aid payment runs are executed.
5. To lead in the processing of recording and thanking supporters for their donations.
6. To increase loyalty from individual faith-motivated supporters through excellent communication.
7. To assist with other supporter marketing activities as required.

Job description:

1. Responsible for the day-to-day management and coordination of the legacy administration, and for providing monthly legacy income forecasting reports.
2. Responsible for dealing with all legacy fundraising queries from the public and managing legacy contacts journeys.
3. Responsible for processing of all financial donations including cash, direct debit and third-party platform transactions in conjunction with the other Fundraising Administrator.
4. Responsible for ensuring all donations are acknowledged and that all queries from supporters are answered promptly and correctly alongside the other Fundraising Administrator.
5. Responsible for Gift Aid management which includes ensuring that all income claimed is eligible for Gift Aid and running the Gift Aid claim in conjunction with the finance team.
6. To ensure that database integrity is maintained by running all data selections for the fundraising team and ensuring that all data entry is in line with departmental procedures.
7. Responsible to produce Month End income reconciliation report in conjunction with the Finance team.
8. Responsible for producing monthly fundraising financial reports such as GAP Analysis.
9. To help deliver the individual giving strategy by managing the creative approval process and monitoring the performance of IG campaigns.
10. To be the first point of welcome for fundraising enquiries, relating in a friendly and helpful manner when dealing with donors by post, email, phone and face to face and third-party platforms.
11. To support the fundraising department as needed in a variety of tasks, including at supporter events and during supporter visits.

Person specification

Essential:

1. Good written communications skills across all channels, especially email and letters.
2. Excellent phone manner, conveying rapport with the confidence to engage people.
3. Tact and patience when handling complaint calls or interviewing vulnerable clients.
4. Understanding the multi-channel communications approach needed to raise funds
5. Excellent administrative skills with proven ability of capturing donor data accurately, paying close attention to detail in repetitive and methodical administration tasks.
6. Data management skills and understanding of changing data protection laws (GDPR).
7. Experience of using a fundraising or CRM database, (the Centre uses ThankQ) and an understanding of why accurate data is vitally important for successful fundraising.
8. A well-organised team player who can communicate well across the team and also work well alone. Managing own work and prioritising demands from multiple people.
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.

DESIRABLE:

- Experience of answering the phone to donors in the voluntary sector
- Experience of paid or volunteer roles in the faith-based sector
- Donor data management experience in a fundraising department
- Ability to write good copy in a fundraising administration role
- A desire to develop a successful career in fundraising.
- Understanding of the impact of homelessness and exclusion.
- Understanding of Gift Aid legislation

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 [plans](#) and our [values](#) and behaviours.