



# VACANCY PACK

Join us as we lead the search for a cure.



Registered with  
FUNDRAISING  
REGULATOR

**ALZHEIMER'S  
RESEARCH UK** **FOR A  
CURE**



## WELCOME TO ARUK

If nothing changes, one in two of us will be directly affected by dementia – either by caring for someone with the condition, developing it ourselves, or both. Alzheimer's Research UK exists to change that.

As the UK's leading dementia research charity, we're working to revolutionise the way we treat, diagnose, and prevent dementia. But we won't stop there. We will keep going until we find a cure.

### **Working for Alzheimer's Research UK, you can be part of a team that is:**

- Funding world-leading research into dementia across the UK and beyond. Our Research Network brings together nearly 3,000 dementia researchers, to share ideas, collaborate and accelerate our search for a cure.
- Providing information about dementia to people affected and their families.
- Helping to improve understanding about dementia and the potential for research to cure the diseases that cause it.
- Campaigning to keep dementia research on the political agenda and working to ensure government funding for research is a priority.
- Building a social movement behind our cause, inspiring thousands of people to stand with us to find a cure.
- Providing operational support to enable the charitable objectives to be met.

Alzheimer's Research UK is a fantastic place to work. Our pioneering spirit is reflected in the energy and drive of our employees. As CEO, I am extremely privileged to lead exceptionally talented and passionate teams who have the ambitions and determination to create a world free from dementia. We exist for a cure and, together, we will change lives.

*Hilary Evans-Newton.*

Hilary Evans-Newton  
Chief Executive



**Inclusive  
Employers  
Standard**  
Silver  
Accreditation 2024





# FUNDRAISING OPERATIONS EXECUTIVE

# JOB DESCRIPTION

## Main Purpose of the Role

The Supporter Operations team at Alzheimer's Research UK is a key point of contact in the charity for supporters and members of the public and ensures the highest standards in operational processes and compliance to ensure a first-class supporter experience.

As the Fundraising Operations Executive, you will primarily work as part of a small team to deliver essential fundraising operations activities ensuring excellent customer service, accurate records and reporting, and maintaining high levels of compliance. To ensure appropriate resourcing across the wider team and maintain SLAs, the role will also assist with enquiries and supporter stewardship activities as required.

## Key Responsibilities

### Donation processing

- Ensure accurate data entry within CRM Salesforce, related to all campaign types, to include In memory, Fundraising, Sporting Events, Direct Marketing Campaigns and unsolicited gifts; ensure accurate coding of online fundraising pages.
- Comply with policies and guidelines to handle cheques, cash, and vouchers, liaising with Finance team where required.
- Ensure accurate administration related to Standing Order payments, direct debits instructions, ensuring amendments, cancellations and new instructions are correctly handled.
- Ensuring 'in aid of' and gift acceptance policies are adhered to.

### Supporter administration & compliance

- Ensure formal guidelines and best practice are adhered to in relation to Direct Debits, Gift Aid, FR codes of Fundraising Practice, Gambling Commission, and the Data Protection Act.
- Undertake a range of administrative duties including management of internal email enquiries; incoming post management; mailing order materials related to funeral collections, fundraising merchandise, and general health information; scanning, printing and archiving of documents.
- Ensure financial compliance activities such as refunds, income reversals and recoding are correctly administered; ensuring Salesforce CRM is updated with supporter details with a high level of integrity; ensure Gift Aid administration compliance such as recording of declarations, correct storage and compliance checks are undertaken.

# PERSON SPECIFICATION

## Knowledge, skills and experience needed:

### Essential:

- Confidence working with computers – good knowledge of Word, Excel, Outlook and CRM databases.
- Experience of customer care or fundraising in the charity sector.
- Experience of handling queries and complaints in administrative role.
- Excellent written and spoken communication skills.
- Good level of skills in CRM/database management skills.
- Ability to work with a high level of accuracy and attention to detail.
- Good organisational skills and the ability to prioritise workload.
- Ability to remain calm under pressure.
- Confident and engaging telephone manner.

# EMPLOYEE BENEFITS

Alzheimer's Research UK would not be able to achieve its vision or accelerate progress towards a cure without the talent and dedication of its employees. It is therefore important to offer a range of benefits which are designed to meet both the organisational and individual needs, are market competitive and designed to attract and retain employees.



## Holiday Entitlement

Employees receive 29 days holiday per annum, plus the Statutory Public Holidays. For every 3, 6 and 9 years worked, employees will receive 1 additional day's leave. There is also the option to buy up to 5 additional days holiday per year or carry over 5 days holiday to the following year. This holiday entitlement is pro-rated for new starters and part-time employees.



## Healthcare

Employees are offered **Private Medical Insurance**, a **Health Cash Plan**, **Life Insurance** and **Income Protection**. Our **Employee Assistance Programme** provides employees and their family members additional support on problems which may be impacting their work/home life, health and wellbeing and is available 24 hours a day, 365 days a year.



## Sick Pay

We offer enhanced Company Sick Pay, where employees receive their normal pay for up to 13 weeks (65 days) of absence through illness in any rolling 12-month period. This is pro-rated for part-time employees.



## Pension

Subject to the eligibility criteria, employees are enrolled in our pension scheme but can opt out if they so wish. The charity contributes 5% and employees contribute a minimum of 4%.



## Cycle to Work Scheme

Employees can purchase a commuter bike, clothing and accessories, whilst spreading the cost over a 12-month period and making savings through a tax break.



## Family Friendly Policies

Our Family Friendly Policies have been designed to support employees by offering different types of leave that may be taken. Subject to the eligibility criteria, we also offer enhanced pay.



## Learning and Development

My Learning, Our Breakthroughs programme has been designed to enable employees to develop their skills, knowledge and behaviours, add value and drive organisational success.



## Electric Vehicle Scheme

Employees can lease an electric vehicle via a Salary Sacrifice Scheme. This includes 4,000 free miles of charge, charger, insurance, servicing, tyres, maintenance and breakdown all in one monthly payment.



## TERMS OF APPOINTMENT

**Contract Type:** Part time, permanent  
**Salary:** Circa £12,000 per annum (£24,000 FTE)  
**Working Hours:** 17.5 hours per week

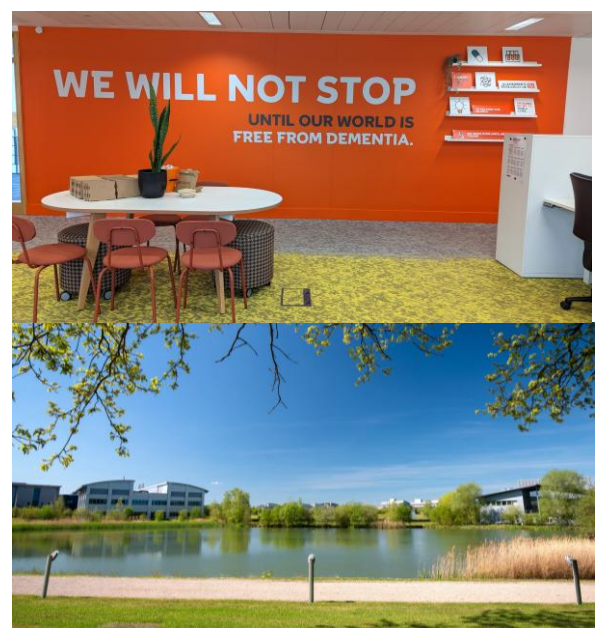
**Ways of working:** As part of our Agile ways of working, you will be required to work approximately 2 days a week from the office, which is subject to the requirements of the role and the business needs. Flexibility on where you work can be split between working from home and our office. Roles that are classed as part of the Agile ways of working are not able to claim any costs for Mileage/Travel on Public Transport, Accommodation and/or Meals. This includes when attending the office for various meetings/events.

## OUR OFFICE

Our office is at 3 Riverside, Granta Park, Great Abington, Cambridge, CB21 6AD.

Granta Park sits next to the River Granta and has its own lake and three woodland walks. It is home to a variety of wildlife and has a range of amenities to provide a convenient work-life balance, including Nuffield Health Fitness & Wellbeing Centre and a restaurant.

There is a good public transport system with a frequent bus and train service from the city centre and surrounding areas, along with a commuter bus service which picks up from both Cambridge Train Station and Whittlesford Parkway Station. The park also offers a free car sharing scheme and free parking.





## HOW TO APPLY

We value diversity and are committed to creating an inclusive culture where everyone can be themselves and reach their full potential. We actively encourage applications from people of all backgrounds and cultures, particularly from those in the global majority, those with disabilities, men and those from the LGBTQIA+ community. Any offer of employment is however subject to you having the right to work in the UK.

As part of our commitment to being an inclusive employer and ensuring fairness and consistency in our selection process, we will handle your CV and application with the utmost confidentiality. Should you require any adjustments at either the application or interview stage, please contact us at [recruitment@alzheimersresearchuk.org](mailto:recruitment@alzheimersresearchuk.org).

To be considered for this role, please create an online account using our Online Recruitment Platform, via your desktop or mobile device, which can be accessed through our [Job Vacancies page](#).

Once you have created your online account, you will be able to apply for this role, and can attach your CV. You will also be able to track your application, view other vacancies and sign up for future job alerts.

Your supporting statement should summarise the following:

- Why you are interested in applying for the role.
- How your skills, knowledge and experience meet the requirements of the person specification

The closing date for applications is 7<sup>th</sup> June 2026, with interviews being arranged once shortlisting has been completed. We would encourage you to submit your application at the earliest opportunity, as on occasion we may have to bring forward the interview date and/or the closing date based on the needs of the business. Although a possibility, this will only happen in exceptional circumstances. Please indicate in your covering letter if you are unable to attend an interview on a certain date.

## GENERAL DATA PROTECTION REGULATIONS (GDPR)

CVs will be kept by Alzheimer's Research UK in line with the General Data Protection Regulations. Although we will endeavor to consider previous or speculative applications where possible, due to the number we receive, we encourage you to regularly view our website for upcoming opportunities and sign up for future job alerts.

## TESTING POLICY

[Animal Testing Information - Alzheimer's Research UK \(alzheimersresearchuk.org\)](#) – Please see the link above regarding our animal testing policy at ARUK.

[Stem Cell Testing Information - Alzheimer's Research UK \(alzheimersresearchuk.org\)](#) – Please see the link above regarding our Stem Cell testing policy at ARUK.