



Job title: Fundraising Administrator
Reporting to: Head of Fundraising
Location: Slynedales, Lancaster
Salary: £16,500 per annum, depending on experience and skills
Hours: Full-time (37.5 hours per week)
Closing date: March 1, noon
Interview date: March 7

Purpose of the role

- To play a pivotal role in the day to day running of a busy fundraising office providing effective administration support to the Fundraising Team in all aspects of its activity.
- Lead responsibility for ThankQ database management, administration and internal staff training.
- Working with the Administration and Finance team to ensure that income is accurately recorded on ThankQ.
- Work with the Marketing and Communications team on fundraising administration to maximise the potential for publicity and income generation from fundraising activities.

Key relationships

- The Fundraising Team.
- Head of Fundraising.
- CancerCare's donors, supporters and volunteers.
- The Administration and Finance team.
- The Marketing and Communications team.

Main duties

- To be the main point of contact for fundraising enquiries.
- To be the CancerCare database administrator for ThankQ following data entry protocols, creating reports and undertaking basic staff training.
- To manage all data and records relating to income generation activities, donations, supporters and event participants through ThankQ.
- To work with the Fundraising Team and Head of Fundraising to scope and develop and manage the calendar of CancerCare and community events within North Lancashire and South Cumbria.
- To assist with the administration of CancerCare organised events and activities.

- To work closely with the Fundraising Team to ensure effective stewardship of supporters, with a view to developing long-term relationships with fundraisers and donors.
- To support consistent and accurate data recording Regional Fundraising activities on ThankQ and provide regular reports as directed by the Head of Fundraising.
- In liaison with the Community Fundraisers:
 - Manage CancerCare event registration processes online.
 - Respond to email/telephone/social media queries re: events and fundraising.
 - Generate mailing lists from ThankQ.
 - Provide content for fundraising materials.
 - Printing, laminating and distributing materials.
 - Email fundraising info packs and sponsor forms.
- To be responsible for general administrative tasks to support the fundraising team, taking meeting notes, filing, stationery stock control and other general office duties.
- Responsible for maintaining the appearance and stocks of collection tins/buckets.
- Update client contact preferences.
- Take notes/minutes at relevant meetings and circulate.

In addition, other duties and responsibilities

- To represent CancerCare in a variety of different contexts and to a variety of different audiences.
- Where appropriate, to attend functions on behalf of CancerCare.
- To advocate for CancerCare and be able to explain services and benefits.
- To be familiar with the Therapy Services, support groups and volunteer services unique to CancerCare.
- To adhere to CancerCare policies and procedures for cash handling and legal responsibilities.

General

- To contribute to organisational effectiveness through positive team-working.
- To have a flexible approach to working hours, as required.
- To meet with the Head of Fundraising for the purpose of regular supervision and annual appraisal.
- To participate in staff training, organisation/team meetings and events, as required.
- To comply with CancerCare's health and safety, confidentiality, data protection and other organisational policies.
- Occasionally, there will be the need to work outside agreed working hours, at weekends or during anti-social hours, for which notice and time off in lieu will be given.
- Any other duties deemed appropriate by the Head of Fundraising, subject to time and commensurate with level of responsibility and salary.

Skills and abilities

- Excellent verbal and written communication and presentation skills.
- An excellent telephone manner and approach to providing outstanding customer service.
- Good organisational skills with the ability to prioritise tasks, manage workload under pressure and work to deadlines.
- Ability to contribute to the creation of fundraising materials, eg, posters, information packs and e-communications.
- Good IT skills essential, including ThankQ, MailChimp, Outlook, Excel and Word.
- Ability to work on own initiative while also working as a key team member.
- Self-motivated, enthusiastic and professional approach to work.
- Attention to detail.
- Ability to deal sympathetically with people affected by cancer or other life-limiting conditions including those recently bereaved.
- Ability to identify opportunities for innovation and creativity which contribute to the organisation's goals and continued success.

Qualities

- Empathy and understanding of CancerCare's Vision and Values.
- A commitment to helping people affected by cancer or other life-limiting conditions.