



JOB DESCRIPTION – FUNDRAISING AND DATABASE ADMINISTRATOR

LOCATION	Bristol
RESPONSIBLE TO	Senior Trusts Manager

PURPOSE OF POST

This role exists to provide administrative support to the Fundraising team and maintenance of the ThankQ database, with particular responsibility for financial data input and reporting.

This is an essential role within the charity and would suit an organised, pro-active and reliable administrator, with great attention to detail and a positive attitude.

DUTIES AND RESPONSIBILITIES

Database administration – To manage access to timely and accurate administration and maintenance of all aspects of the Together for Short Lives supporters database including:

- Ensuring that the charity's database (ThankQ) is kept fully up-to-date and all records are GDPR compliant.
- Processing all donations.
- Filtering data and generating reports and information for the Fundraising Team.
- Responding to supporter and member enquiries.
- Assisting the Finance Administrator in the reconciliation of all income received using SAGE, on a monthly basis.
- Assisting with the preparation of direct marketing appeals by producing data files for mailing, recording income and managing the acknowledgement process.
- Ensuring timely and accurate recording of all donor information and income onto the database through manual input and file import and dealing with all related communications.
- Ensuring that all fundraising income is correctly identified and accurately allocated.
- Ensuring timely and accurate inputting of data from third party systems.
- To manage the Payroll Giving administration process including data recording and communications functions.

Fundraising administration – To support the Together for Short Lives Fundraising Department in all areas of administration including:

Fundraising & Database Administrator July 2018

- First point of contact for fundraising enquiries by telephone, email and letter, ensuring excellent customer care of current and potential supporters of Together for Short Lives and the National Fundraising Scheme.
- Keeping the fundraising contacts up to date on the ThankQ database.
- Providing administrative support for Together for Short Lives fundraising events, forums and special interest groups including booking venues, catering and travel.
- Responding to general fundraising queries from member children's hospice services.
- Co-ordinating mail-outs.
- Supporting fundraising and events volunteers by responding to enquiries and sending out relevant materials in a timely manner.
- Supporting the Corporate team with managing the allocation process of corporate outlets/offices to member children's hospices at the start of a partnership.

General duties - To collaborate with Together for Short Lives staff and volunteers in maintaining good relationships with member organisations, partners, external agencies and the general public in order to uphold the external positive image of Together for Short Lives and win increased support for its work.

- To adopt a positive approach to personal and professional development, engaging in monthly one to one meetings and an annual performance review.
- To be aware of, and act on, relevant health and safety responsibilities as an employee of Together for Short Lives and adhere to these wherever you are working.
- To maintain confidentiality in all areas of work at Together for Short Lives.
- To actively support and promote Together for Short Lives and all its policies including equal opportunities.
- To carry out any other duties as are within the scope, spirit and purpose of the post as requested by your line manager.

PERSON SPECIFICATION – FUNDRAISING AND DATABASE ADMINISTRATOR

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ▪ Educated to A level or equivalent ▪ High level of numeracy and literacy 	<ul style="list-style-type: none"> ▪ Educated to degree level or equivalent
Knowledge	<ul style="list-style-type: none"> ▪ Excellent working knowledge of MS Word, Excel, Outlook and the Internet ▪ Working knowledge of and ability to develop, administer and maintain a fundraising database ▪ Experience of Direct Marketing administrative processes 	<ul style="list-style-type: none"> ▪ Working with ThankQ or a similar large database system ▪ Experience of producing pivot tables. ▪ Experience of using SAGE or a similar system.
Skills	<ul style="list-style-type: none"> ▪ Excellent interpersonal skills ▪ Ability to use own initiative ▪ Able to plan and organise a varied and busy workload, including handling conflicting priorities and meeting deadlines • Excellent proof reading skills ▪ Excellent administrative and organisational skills ▪ Ability to communicate appropriately with a wide range of people via telephone, letter, email and in person ▪ Ability to work effectively alone and as part of a team ▪ High standards of accuracy and attention to detail 	
Work Experience	<ul style="list-style-type: none"> ▪ Substantial experience of general administration ▪ Substantial experience of data entry including financial data ▪ Experience of handling confidential information ▪ Experience of providing administrative support to a team of people ▪ Experience of dealing directly with customers/clients 	<ul style="list-style-type: none"> ▪ Experience of supervising/ managing others ▪ Experience in the charity sector ▪ Research experience
Personal Qualities	<ul style="list-style-type: none"> ▪ Organised ▪ Enthusiasm for Together for Short Lives overall aims and core purpose ▪ Punctual and reliable, with a willingness to work flexible hours if needed ▪ A conscientious and positive approach to work ▪ Flexible attitude ▪ Proactive team worker who will collaborate with others 	