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| **Job title:**Fundraising Administrator  | **Responsible to:** Fundraising and Merchandising Manager**Under the supervision of:** Fundraising Database Officer |
| **Role**Reporting to the Fundraising and Merchandising Manager, the Fundraising Administrator will deliver efficient and conscientious administrative support to the Fundraising team. As the first point of contact for our donors and supporters, this role is the ‘voice’ of the fundraising department, representing the charity in a warm professional manner. Assisting with the day-to-day running of the fundraising department, the role holder will communicate with supporters through a variety of methods. The fundraising Administrator will contribute to the team by helping with fundraising activities such as the preparation of proposals, reports, events, and accurate record-keeping. A key part of this position is to pro-actively engage and build lasting relationships with supporters from within the Naval Service and the external environment. This is a fantastic opportunity for somebody to grow their skills in a small and busy team where the tasks require enthusiasm and focus.  |
| The main responsibilities of the Fundraising Administrator are:* To provide administrative support to the Fundraising team including editing/compiling and dispatching reports where required.
* To carry out data and insight tasks where required, working with other departments to ensure data is accurately processed. This will include, but is not limited to, portal reconciliation and uploads, addition of categories and new table entries, writing new processes and procedures, creating, and managing the Income Coding Matrix and processing Gift Aid imports
* To liaise with the Grants and Communications departments to provide feedback to donors on how their gift is used.
* To represent the RNRMC in a polite and professional manner.
* To ensure all incoming enquiries and correspondence (received via phone, email, and letter or in person) are dealt with correctly and in a timely manner.
* Be a Champion for the thank you process, to administer donations and generate tailored thank you letters accurately and efficiently.
* To monitor and process funds received online and engage appropriately with donors promptly.
* To monitor and track the fundraising assets (collecting boxes, banners, etc) to ensure they are appropriately and efficiently issued and returned.
* To be responsible for the ordering and control of all giveaway items (T-shirts, wrist bands etc).
* To fulfil postage requirements both internally and external.
* To assist with event preparation as required.
* To ensure the highest levels of donor care are upheld to maintain supporter loyalty.
* To motivate and develop effective relationships with donors and fundraisers from within the naval family and beyond to ensure supporter retention.
* To be the first point of contact in the absence of the Fundraising Database Officer
* To undertake any other task as directed by the line management.
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| **Person Specification****Qualifications**The role holder should be educated to GCSE level or equivalent standard.**Experience*** Experience of undertaking administrative tasks.
* Experience of Microsoft Office applications (Outlook, Word, Excel and PowerPoint).
* Experience of working for a charity or not-for-profit organisation.
* Working knowledge of Gift Aid.
* Experience of working with Raiser Edge or other a charity CRM system. (Desirable)

**Skills**The role will see the post holder constantly having contact with people from both within and outside of the organisation and they must therefore have. * Strong prioritisation, time-management and organisational skills.
* Flexibility and the willingness to learn new skills.
* Able to use own initiative when required.
* Ability to work alone and use own judgement.
* Excellent written and verbal communication skills.

**Knowledge**A knowledge of Naval or military environments and/or third sector would be beneficial.**Attributes*** Self-motivated with the ability to use own initiative.
* Ability to manage multiple tasks to time deadlines.
* Strong attention to detail and accuracy.
* A polite and professional manner.
* Empathy with and support for the values, aims and objectives of the RNRMC.
* A team player with an approachable and cooperative attitude.
* Dependable – reliable with a determination to fulfil expectations.
* Integrity – honest and ethical approach essential.
* Resilient – able to deal calmly and effectively with unforeseen problems.
* Able to give and receive constructive feedback in a measured and positive manner.
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