

**Title:** Fundraising Administrator  
**Reports To:** Community Fundraising and Events Manager  
**Location:** BS3 2JH



**Company Profile:** We are Great Western Air Ambulance Charity, a charity dedicated to raising the funds necessary to keep an air ambulance flying and a critical care service running across Bristol, North Somerset, Bath & North East Somerset and all of Gloucestershire. From fundraisers to highly skilled paramedics and senior consultants, we are a team, working to save lives that would otherwise be lost. The job is high pressure, but it is deeply satisfying, and every member of the team is committed to this service, and to saving as many lives as we can.

**Job Summary:** The Fundraising Administrator is responsible for looking after our donors and supporting the whole team through the administration of the charity's fundraising procedures, supporting the general management of the office and providing a general administrative and reception service. The post holder will work closely with the Fundraising, Communications and Finance and Premises teams, volunteers and other key stakeholders to ensure that the charity runs smoothly.

**Hours of work:** 35 hours a week, two part time posts considered

**Salary:** c. £17,000 to £19,000 FTE

**Duration:** Permanent

**Major Areas of Responsibility:**

*Collection tins*

- Ensure that the charity's collection tins are placed in appropriate venues and serviced regularly.
- Maintain accurate records of collection tin locations, communications and revenues.
- Task volunteers and staff with placing and servicing collection tins.

*Administration*

- Provide a welcoming reception service for our supporters and stakeholders, including answering incoming calls and emails, dealing with incoming and outgoing post and greeting and hosting visitors and meetings.
- Provide comprehensive administrative support to the office, to include management and ordering of relevant supplies, coordination of equipment and resources, and taking meeting minutes as required.
- Work collaboratively with other staff and volunteers to ensure that the charity's systems and processes are working effectively and help manage any backlogs of work and cover absence.
- Support the team with tasks appropriate to your skills and expertise, likely to include inserting standard information into grant applications, proactively researching the details of local organisations, generating mailing lists, helping prepare for events, supporting legacy administration and writing letters.
- Maintain accurate records on DonorFlex and other relevant systems, including communication consents and Gift Aid declarations, and ensure record keeping is efficient and effective.

*Merchandise*

- Coordinate merchandise orders and sales, including stock taking
- Ensure efficient and effective processes for the sale of merchandise e.g. Christmas cards.

*Talks and events*

- Coordinate requests for attendance and book volunteer representatives to attend
- Prepare stock and resource packs and distribute for talks and events
- Coordinate supporter registrations for events

## **Working relationships, contacts and expectations**

- Forge close working relationship with all charity teams, ensuring open lines of communication so that issues can be picked up and resolved quickly.
- Support other members of the charity team with other areas of work as appropriate
- Occasionally work unsociable hours, for example attending evening or weekend meetings or travel outside our 'area'.
- Ensure all organisational policies and procedures and external regulations (including data protection and fundraising practices) are adhered to.
- Attend events and activities on behalf of GWAAC, as and when required.
- Maintain an appropriate level of confidentiality at all times.

*This description does not attempt to describe all the activities of the post but rather illustrates with examples the main role of the post holder. It is therefore subject to alteration and development.*

## **Required Knowledge, Skills and Abilities**

### *Essential:*

- Significant experience in an office environment
- Computer literate with good experience in Microsoft Word, Outlook, Excel and databases
- A good level of general education including English and numeracy skills
- Experience of building effective relationships with key stakeholders
- Ability to write professional emails and letters
- Excellent communication and interpersonal skills, courteous and effective when dealing with people, exchanging information in a tactful and diplomatic manner, and able to communicate effectively at all levels
- Ability to organise and plan own work, identifying conflicting demands and establishing clear priorities in order to meet objectives, to deadlines and under pressure
- Ability to work as part of a team, contribute positively to team meetings and establish good working relationships at all levels
- Ability to complete tasks and projects on time and to a high standard, with excellent attention to detail
- Demonstrate a can do attitude, being willing to work flexibly, unsupervised and on own initiative
- Commitment to the principles of equal opportunities, sustainability and social justice
- Satisfactory criminal records check

### *Desirable:*

- Experience in fundraising, marketing/communications or business support
- Experience working in a charity
- Working knowledge of confidentiality and data protection requirements