

JOB DESCRIPTION

Fundraising Administrator

JOB TITLE: Fundraising Administrator

HOURS: 35 hours per week

LOCATION: Head Office - Lisburn

JOB PURPOSE:

Air Ambulance Northern Ireland is seeking to recruit a Fundraising Administrator to provide efficient and effective administrative support to assist the Fundraising activities of Air Ambulance Northern Ireland. This role will be office-based role in our Head Office.

The successful candidate will develop an in-depth knowledge of Air Ambulance Northern Ireland donor support network and deliver excellent standard of administrative support to the Fundraising team. You will be the first point of contact for the charity on many occasions and provide friendly, approachable and helpful donor care support including face to face interactions, telephone, email and written communications.

Responsibilities include:

Fundraising Administration

- Data entry of donations on database, preparation of personalised thank you letters
- Office cash handling and preparation of cash for bank
- First point of contact with the charity including phone calls, greeting visitors to the charity office, managing email in-box, and enquiries through social media
- Preparation of fundraising information packs
- Preparation of post and managing postal system
- Managing ordering of office stationery items
- Maintain an inventory of all fundraising team materials
- Collating and importing data for projects and run reports using our CRM database
- Use of mail merge to assist with mailings for the fundraising team

Event Administration

- Assist fundraising team with administration on key events and activities including giving days, fundraising events and charity competitions.
- Prepare fundraising materials for supporters collection / post

General

- To co-ordinate online fundraising pages, upload to our CRM database and ensure they are assigned to the fundraising team appropriately.
- Liaise with the Finance Team to ensure their income is coded accordingly.
- Assisting with monthly direct debit payment processing
- Working with office volunteers as necessary
- Database maintenance: regular cleaning and updating of donor records to ensure accurate and current information is always available.
- Contribute to AANI team meetings
- To perform any other reasonable duties and specific projects as assigned to contribute to the overall aims of the charity.

Essential Criteria

- A minimum of 5 GCSE's at Grade C / 4 or above, of which two must be English & Maths.
- Proficient in Microsoft office
- Experience in maintaining and updating data bases including CRM packages.
- Working effectively as a member of a team.
- 2 years' experience in working in a customer facing environment.
- 2 years' relevant administration experience.
- Excellent telephone, communication and interpersonal skills.
- Accuracy: can ensure data integrity and quality in relation to the fundraising database.
- Ability to work in different environments with a wide range of people and profiles.
- Excellent organisational skills – ability to manage multiple tasks at any given time.

Desirable Criteria:

- Full clean driving license.
- Experience of working within a charity.
- Experience of assisting in planning/organising an event.
- Knowledge of the charity sector in Northern Ireland.