



# Diocese of Westminster

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## OFFICE OF FUNDRAISING & STEWARDSHIP

**Job Title:** Fundraising Administration Officer

**Location:** Vaughan House, Victoria, London

**Reports to:** Supporter Care Manager

**Outline of Role:** Champion the supporter, working with a strong team aspiring to maximise income and loyalty, through developing supporter relationships, improving supporter experiences and providing excellent standards of service.

Responsible for gift aid and pledge form data entry, transactions, recording and documenting gifts, pledges and campaigns as part of the Fundraising department's Supporter Care team. Under the direction of the Supporter Care Manager, the Fundraising Administration Officer works on Gift Aid declarations and documentation, batching, filing and banking; works on entering pledges, pledge payments, one-off and recurring donations. Deals with supporter queries. Reconciles bank balances and monthly activity. Prepares reports and spreadsheets related to campaigns and appeals. Assists with general volume of processing work and transactions in support of the supporter care team.

### **Major duties and Responsibilities:**

Working under the direction of the Supporter Care Manager, and with the Director of Development, the Fundraising Administration Officer will:

1. Be responsible for receiving, opening, organising and auditing for accuracy and completeness, documents related to gifts, pledges, standing orders, direct debits, Gift Aid, and other forms and requests with respect to supporters' donations;
2. Provide excellent levels of customer service by speaking to supporters on the telephone or reading their emails, and resolving their queries;
3. Manage processing volumes across the team, working closely with the Supporter Care Manager;
4. Manage the post for the department. Open the post and distribute to the relevant team members. Ensure that any out-going post goes out on time each day;
5. Become familiar and proficient with the diocesan software and database for entering and recording donations and pledges;
6. Execute and enter data and effect transactions regarding gifts and pledges to the diocese and its campaigns/appeals;
7. Process Gift Aid claims, working with forms and the parishes and schools which submit them, to enable the reclamation of tax and its deposit with the diocese;
8. Enter information correctly to generate reports, thank you letters and other feedback, and to ensure the permanent records of supporters are accurate;
9. Facilitate banking transactions including deposits, orders, managing cancellations and change orders;
10. Reconciling donations received between database and bank statements;

11. Work on special projects with respect to data, supporters, campaigns and other reports of a financial or transactional nature, in support of the performance of the department;
  12. Handle paperwork, claims, filings, and document storage, as needed, or as assigned;
  13. Process mail, invoices/reminders, and statements related to gift processing or supporters accounts;
  14. General office duties in support of the team, as assigned, or as needed with flexibility and adaptability;
  15. With the prior approval of the Supporter Care Manager, conducts parish site visits for the purposes of helping, training, disseminating reports and data, and resolving queries.
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**Person Specification:** Fundraising Administration Officer

**Contract type:** Permanent

**Salary:** £25,375 per annum

**Hours of Work:** 35 hours per week, Monday to Friday. Normal workday hours are 09:00 to 17:00 including a one hour unpaid lunch break on each day. Occasional special projects requiring flexibility on hours needed to be worked.

#### **Competencies:**

##### **Essential:**

- Minimum one year of office work of a financial or transactional nature
- Excellent communication and interpersonal skills
- Ability to write; math accuracy; good customer service instincts
- Strong work ethic and personal flexibility in order to get the job done/deadlines met
- High degree of accountability and a “can-do” attitude
- Solid organisational and time management skills; works somewhat independently and as a team player
- Keen sense of discretion and tact, and in details and handling confidential information
- Proficiency in Microsoft Office – especially Outlook, Word and Excel, as well as PowerPoint
- Ability to multi-task and adapt to the role as it evolves
- Appreciation for the Catholic Church and its teachings

##### **Desired:**

- Prior experience in the non-profit world, and with a religious organisation
- Skills in Microsoft Excel formula and advanced workbook/spreadsheet preparation
- Skills in Microsoft Word, intermediate level. Ability to respond to donors and mail-merge documents
- Banking experience or accounts payable/receivable experience