



Job Profile	Senior Fundraising Administration Officer
Department / Parish / Agency	Office of Fundraising and Stewardship
Reporting to	Supporter Care Manager
Cost Centre	131
Location / Address	Vaughan House
Management of	n/a
Contract type	Permanent
Hours	35 hours per week, <i>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 require flexibility on hours needed to be worked.</i>
Salary	£35,320 per annum
Job Reference	730-131

Job Purpose:

The Fundraising Administration Officer champions our supporters, maximising income and loyalty, through developing supporter relationships, improving supporter experiences and providing excellent standards of service; they assist with the ongoing processing of income and claiming of Gift Aid, maintaining the database system and running analysis, and ensuring excellent customer service is offered to parishes, volunteers and donors.

Principle duties and responsibilities

Working under the direction of the Supporter Care Manager, and with the Deputy 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.

Our Diocese Values

Catholic social teaching covers all spheres of life, whether this is economic, political, personal or spiritual. At the heart of Catholic social teaching are principles and the four ethical values of love, truthfulness, justice, and freedom.

As the administrative support function of the diocese, here to serve our parishes, agencies and schools it would be out of step if we did not hold similar values.

We believe that for us to succeed we aspire to be person centered and place human dignity at our centre. We strive to take a holistic approach to the development of our people so that we may better serve the functions of our church.

Our core values are **Competence, Reliability, Honesty, Perseverance & Love.**

Competence

We strive to achieve total competence in all that we do – as an employer and as the administrative support function to our parishes, agencies and schools we are committed to developing and maintaining our knowledge, our skills and our expertise at the highest level required to benefit those that we serve.

Reliability

Because our parishes, agencies and schools rely upon us to support them in the work that they do, we aspire to deliver with consistency excellence in service. We can be depended upon to deliver on commitments and promises and make the lives of those we support more rewarding.

Honesty

We will act with integrity, truthfulness and straightforwardness at all times. We will challenge when appropriate and act with fairness and transparency at all times. If we make an error, we will own that mistake and can be trusted to make it right. We will be authentic in our passion for the support we provide to our parishes, agencies and schools.

Perseverance

We shall always demonstrate a steady persistence in every course of action – we will be tenacious disciplined and committed. Our collective perseverance speaks to continuing to provide support and service even when faced with difficulties and challenge. We shall be persistent in our pursuit of continuous improvement and excellence and will demonstrate determination, tenacity and integrity in everything that we do.

Love

We will demonstrate our love through the dedication and devotion we extend to all our parishes, agencies and schools. We will consistently act with empathy, understanding and passion – we will value each other and celebrate colleague's success; we will support, provide care and compassion for those who need it and be relied upon to be competent, reliable & honest.

Person specification:

This section outlines the things you will need to be able to demonstrate to be a successful in your role. We expect that you will work to our shared values in everything you do. In addition to our diocesan values, you will also need to be able to demonstrate the following areas.

Skills/competence requirements	Essential/ Desirable
Excellent written and verbal communication skills with the ability to collaborate across teams	E
Good numeracy and problem solving abilities	E
Excellent organisational and time management skills; works well independently and as a team player	E
Keen sense of discretion and tact with handling confidential information	E
Ability to multi-task and adapt to the role as it evolves	E
Flexible 'can do' approach	
Experience	
Minimum one year of office work of a financial or transactional nature	E
Prior experience in the non-profit world, and with a religious organisation	D
Banking experience or accounts payable/receivable experience	D
Technical Skills	
Proficiency in Microsoft Office – especially Outlook, Word and Excel, as well as PowerPoint	E
Advanced skills in Microsoft Word, intermediate level. Ability to respond to donors and mail-merge documents	D
Advanced skills in Microsoft Excel formula and advanced workbook/spreadsheet preparation	D
Other	
A commitment to the mission and values of the Diocese of Westminster	E
A desire and commitment to work for the Catholic Church	E
Basic understanding of the Catholic Church and its structure	D