

## Job Description

<b>Job title</b>	<b>Fundraising Administrator</b>
<b>Job purpose</b>	<b>Provide essential support to the fundraising team and stewardship PTES donors</b>
<b>Contract</b>	Permanent
<b>Salary</b>	from £26,500 + pension contributions matched up to 5% of salary
<b>Responsible to</b>	Fundraising Manager
<b>Hours</b>	Full time, 35 hours per week
<b>Annual Leave</b>	23 days a year +3 days taken between Christmas & New Year
<b>Location</b>	Battersea, South London, three days a week in the office.
<b>Other</b>	Flexitime office hours
<b>To apply</b>	: <b>complete application form at <a href="https://ptes.org/about-us/vacancies/">https://ptes.org/about-us/vacancies/</a></b>
<b>Closing date</b>	: <b>5.00 pm Wednesday 24<sup>th</sup> July</b>

### About People's Trust for Endangered Species

Whether bats or beetles, hedgehogs or hammerhead sharks, we stand up for animals and their habitats. Alarmingly, in the UK almost two-thirds of species have declined in the last 50 years. Globally, around a quarter of mammals face extinction in the next three decades. This rate of loss can be stopped and that's why People's Trust for Endangered Species exists. For over nearly 50 years we've improved the outlook of endangered species in Britain and throughout the world.

Passion drives our work but it's grounded in science. Our approach is to invest in research and test the best ways to protect endangered species in their natural habitats. Then we put what works into action, creating vibrant wildlife havens.

Our work is varied and extensive, ranging from direct support for conservation professionals to involving the public and volunteers in practical action to help specific species and their habitats. Current priority species are hedgehogs, dormice, water voles and invertebrates and our priority habitats are hedgerows, orchards and woodlands. We also support conservation work throughout the world. Recent projects funded range from protecting areas for snow leopards in Mongolia to protecting slow loris habitat in Indonesia.

We have 20 staff, five trustees and thousands of volunteers helping us.

## Duties and Responsibilities

### Supporter services

- Maintain up-to-date details of correspondence on the Raiser's Edge supporter database, including mailing and preferences, in line with GDPR consent, and gift aid eligibility
- Ensure all supporter administration runs smoothly and is timely, highlighting busy times and suggesting solutions
- Thank donors for their support, in particular higher value givers
- Help send welcome emails weekly and monthly to new sign ups to PTES: first time donors, event attendees, shoppers, recipients of adoption packs, new surveyors or people signing up to our newsletter
- Provide fulfilment for recruitment campaigns, including sending out supporter packs
- Provide ongoing stewardship through e-newsletters, including collecting and drafting content, sourcing images, writing data briefs, uploading to email platform and sending at an appropriate time
- Act as first port of call for answering telephone calls to PTES main phone number
- Take responsibility, with support from other staff, for checking general enquiry emails, responding to those relating to fundraising, forwarding others to the relevant staff and helping with others when required
- Maintain a complaints log for Fundraising Regulator
- Contribute information to support the fundraising strategy and support the team

### Financial administration

- Help another staff member with processing card donations by post or phone when needed
- Help another staff member with setting up and amending direct debits when needed
- Provide back up for weekly banking of donations
- Input ad hoc donations such as CAF or Benevity donations

### Fundraising assistance

- Create and update donation pages on Committed Giving payment processing hub
- Draft and circulate FAQs on appeals for staff dealing with supporter queries by phone and email
- Create a set of standard and appeal specific thank you letters, and updating on the CRM

### Data administration

- Provide support to the Database Officer with the management of data imports, selections for mailings and ad hoc reports
- Help ensure information is entered correctly onto Raiser's Edge, carrying out data quality control and ensuring information is retained correctly
- Have an awareness and understanding of GDPR

### Retail

- Lead on administration and fulfilment of retail including:
  - Management of online orders using WooCommerce
  - Fulfilling and dispatching orders (online and catalogue)
  - Dealing with payments and refunds (WorldPay and Paypal)

- Regularly checking stock levels, ordering from suppliers, keeping a detailed record, and maintaining good relationships with contacts
- Ordering packaging materials and storing stock and supplies appropriately
- Checking and responding to shop enquiry and order emails
- Doing an annual stock take
- Help other members of staff with retail strategy, including:
  - budget spend, supply issues, and shopping trends
  - adding new products to WooCommerce
  - marketing emails
  - recruiting, training and working alongside additional staff prior to Christmas to assist with fulfilment and dispatch

#### **Other tasks**

- Helping with other tasks as advised by the Chief Executive or Fundraising Manager

## **Person Specification**

### **Personal Attributes**

- Able to demonstrate a genuine interest in the cause
- Able to demonstrate creativity, share ideas, while dealing efficiently with regular administration
- Calm, collected, friendly and able to deal professionally with a range of stakeholders
- Empathetic with good listening skills
- Reliable, accurate, an eye for detail, meticulously organised and efficient

### **Desirable knowledge, skills & experience**

- A broad education, financially literate, with good oral and written communication skills
- Strong IT skills, including Word, Excel, Outlook, mail merges and a working knowledge of databases
- Able to manage own workload, juggle priorities and work with colleagues productively
- A good team working ethos, but able to use initiative and work independently, and able to identify when to escalate issues
- A proven track record in delivering excellent supporter service to members of the public
- Experience administering a Raiser's Edge database (or equivalent)
- The ability to spot potential and build relationships with specific donors
- Understanding of general office systems and procedures.
- Awareness of GDPR
- Experience of CRM systems, and knowledge and understanding of Raiser's Edge or equivalent