



Job Description Fundraising Support Officer

Department Fundraising and Events Team – Edinburgh

Reports/Accountable to Fundraising Support Manager

Main Purpose of the Job

The Fundraising Support Officer (FSO) role provides administration support for our busy Financial and Fundraising teams. This involves managing financial data, supporter enquiries and donations for fundraising appeals and campaigns, as well as our own and third party fundraising events.

The role's main purpose is to ensure large scale accurate financial and personal data entry and extraction from our fundraising database the Raisers Edge and to provide excellent written and verbal communication to our supporters, volunteers and internal and external stakeholders.

As the role provides varied administrative support to a number of different teams, the role holder is expected to manage a number of ongoing activities simultaneously, resolving issues as they arise by communicating effectively and efficiently with colleagues across the charity.

Key Relationships

- All locality fundraising staff
- National office teams (corporate, finance, policy, fundraising)
- Supporters, volunteers and donors

Accountabilities (Duties and Responsibilities)

- Create or amend supporter records on the database in an accurate manner and within agreed standards ensuring supporter data is managed securely and effectively at all times.
- Import and export supporter and financial data accurately and to agreed timescales.
- Act as a key central contact for supporters, managing enquiries by:
 - Providing direct assistance and support to enquiries across the full range of activities undertaken at Alzheimer Scotland
 - Taking donations for fundraising appeals, campaigns and events by phone or web.
- Provide support for internal colleagues, particularly those in Regional Fundraising and Finance. Answer queries on income, campaign, appeal and event income including running reports and looking up paperwork records.
- Ensure all webshop, tartan and merchandise orders are accurately added to the database, and fulfilled.
- Effectively manage our income processing systems and procedures, which include:
 - Receiving income information from finance and walk in cash handling in accordance with Alzheimer Scotland policies and procedures.



- Coding locality banked donations and national office banked transactions by creating finance batches and ensuring proper recording of income.
 - Manage the recording and importing of income from third party service providers including Just Giving, Virgin Money Giving, Blackbaud Merchant Services, Web, CAF and any other automated bank transfers to agreed timescales ensuring disbursement reports sent to finance on a regular basis.
 - Handle and escalate supporter fundraising enquiries and issues by post, telephone and email
 - Accurate record and recode any miscoded transactions, informing finance as required.
 - Utilising additional database plugins such as MailChimp and Importatucular as required.
 - Management of our Netcommunity Registration forms, including creating new forms, amending existing forms and resolving Netcommunity issues as and when they arise.
- Develop, amend and issue communications, acknowledgements and thank you letters/emails to supporters, checking to ensure they are accurate and consistent in tone and message.
 - Manage Payroll Giving and paper/electronic Direct Debit fundraising mandates as required, recording these accurately on the database and forwarding to relevant teams for further action. To be responsible for Direct Debit administration including bi-monthly transmission and instruction files liaising with finance to ensure files are sent by BACSIP.
 - Record and escalate (when appropriate) all fundraising feedback onto the database
 - Work with the Team Manager and other team members in the development of solutions and addressing existing issues.
 - Provide general administrative assistance in support of the smooth running of the Fundraising Support Team
 - Lead or support projects and activities, as required by the Fundraising Support Manager and Head of Events and Trusts
 - Ensure that all work is carried out in line with Alzheimer Scotland policies and procedures, as well as complying with and supporting the work of External Audit.



Key Skills

In order to be successful in this role you will be able to demonstrate that you have the ability to:

- Engage with supporters and potential supporters to deliver world class customer service. Understand people's challenges and forward queries effectively within the organisation to provide favourable outcomes
- Communicate clearly and concisely, both verbally and in writing, using appropriate language, focusing on Alzheimer's strategic direction and ethics.
- Manage own workload effectively as tasked. Show initiative by solving challenges, whilst at the same time recognising organisational constraints.
- Be committed in achieving high quality results and seeing all enquiries through to a satisfactory conclusion
- Establish and build great relationships with both internal and external stakeholders, by displaying tact, understanding and care.
- Be mindful of office standards and contribute to finding creative improvements to day to day issues.
- Co-operate well with all colleagues both internally and externally and respond positively to suggestions and feedback.

The post holder will be subject to a Disclosure Scotland check.

Salary

This post is graded at points 19-21

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.



**Alzheimer
Scotland**

**Alzheimer Scotland – Person Specification
Fundraising Support Officer**

This person specification should be read with the job description for the post of Fundraising Support Officer. Please note that these competencies are not ranked in order of priority.

The following criteria will be used in selecting a candidate:

	Essential	Desirable
Skills, ability, knowledge		
Fully computer literate with excellent PC skills including word processing and spreadsheets	✓	
High standard of written English	✓	
Experience of creating promotional materials and reports using Microsoft Office, especially word and Excel	✓	
Knowledge of using fundraising databases	✓	
Knowledge of The Raiser's Edge		✓
Knowledge and experience of Gift Aid processes		✓
Ability to self organise, prioritise and meet deadlines	✓	
Attention to detail	✓	
Demonstrable organisational skills	✓	
Demonstrable interpersonal and relationship building skills	✓	
Dynamic, self motivated person who has the ability to work unsupervised whilst also being a team player	✓	
Personal qualities		
Enthusiastic with a positive attitude	✓	
Empathetic to the aims and values of Alzheimer Scotland	✓	
Qualifications/Experience		
Five GCSE's (grade C or above) or equivalent, including English and Mathematics	✓	