

# Development Co-ordinator

## Individual Giving

### Job Description

- Membership administration: processing membership applications and renewals – including the print and mailing welcome and lapsed programmes; assisting with volunteer management
- Financial duties: accurately recording subscription/donation income on Raiser's Edge database; batching income to Finance Department; processing purchase orders and Gift Aid claims
- Supporter care: dealing with supporter and member correspondence, email and phone enquiries (internal and external); in a timely, tactful and professional manner
- Raiser's Edge Database Maintenance: reporting errors and issues; implementing clean-up procedures; adding records and key details as needed; updating written procedures in a shared location
- Wider team administrative support: setting up booking forms for events, processing event bookings; assisting with incoming and outgoing mailings and enquiries, providing support during events where needed, making website updates and supporting the heads of departments as needed

## Person Specification

### Essential Skills

- Ability to work as part of a small team
- Ability to organise, meet deadlines and prioritise work
- Good numerical skills
- Excellent written skills and experience of using Microsoft Word and mail merge
- Ability to communicate effectively with the public demonstrating tact and diplomacy at all times
- Excellent attention to detail
- Ability to work flexible hours from time to time in response to changing priorities and to assist with events in the evening and weekends when required
- Experience with Raiser's Edge or equivalent CRM database skills
- Highly proficient user of Microsoft Office products

### Desirable

- Fundraising, Sales, or Customer Service experience
- An active interest in and understanding of RBGE, and a passionate belief in its mission
- A relevant degree, professional qualification or equivalent professional experience