



JOB DESCRIPTION

POST:	Fundraising Administrator
LOCATION:	WLM Fundraising Team, Seymour Place
SALARY:	£26,872.00 – £31,142.00 per annum inclusive of London Weighting
HOURS OF WORK:	Full Time 36.5 hours per week
RESPONSIBLE TO:	Fundraising Manager

About WLM

WLM's mission is to empower people affected by homelessness, poverty and trauma to make positive changes in their lives. We are based in Marylebone and in 2017 have celebrated our 130th birthday as an organisation.

WLM Seymour Place is one of our services. It is a support centre that offers community and assistance to those who are homeless. For people on the streets life is often traumatising and hopeless and in response we provide a space of opportunity that is safe. Our aim is to enable each individual to move forward, off the streets and into a more stable and fruitful life.

WLM also runs supported accommodation for ex-military homeless people, a residential care home for people with alcohol dependency, a hostel for men coming out of prison, affordable counselling as well as services to help people overcome financial problems.

WLM's work is dependent on fundraised income. The fundraising team is based at Seymour Place and is led by the Fundraising Manager.

Key Duties and Activities of the Post

We are looking for a strong team player who can confidently look after the core administrative functions of the fundraising team. This is a new post which will be fundamental to the growth of WLM's fundraising.

1. Core administration

- Ensuring the Donorfy database is working optimally to support our fundraising – recording donations and interactions as well as adding new contacts
- Managing our Just Giving profile and account – downloading reports, identifying and recording new donors
- Processing cash donations – accompanying colleagues to the bank – and liaising with WLM's Finance Team

- Processing cheque donations
- Maintaining financial records, managing the petty cash
- Processing CAF payments
- Liaison with other giving platforms and systems
- Processing match funding claims
- Taking minutes for the Fundraising Team Meetings
- Overseeing the regular mail-outs using mail-merge from the database.

2. Relationship management

- Acknowledging and thanking supporters for donations - in person at Seymour Place, by email or by letter.

3. Other Fundraising

- Supporting the Fundraising team with other fundraising projects across the West London Mission as appropriate according to the organisation's needs.
- Assisting with corporate volunteering

4. Representation

- To represent WLM externally at meetings, open days and events, as requested.

Other Duties

5. To adhere to West London Mission's Equal Opportunities Policy and Health and Safety Policy in all aspects of the work.
6. To work collaboratively with other WLM staff and volunteers.
7. To adhere to West London Mission's Code of Conduct.
8. Management and Support: Attending supervision with the Fundraising Manager, participating in training both internal and external
9. To undertake such other duties, consistent with the general tenor of this job description as may be reasonably required.

PERSON SPECIFICATION

POST: Fundraising Administrator

LOCATION: WLM Seymour Place

During the selection process we will be looking for successful candidates who can demonstrate the following competencies:

- **Client focus**
- **Organisation and planning**
- **Proactivity and initiative**
- **Communication**
- **Team Work**
- **Administration and IT**
- **Reasoning and problem-solving**
- **Work with external agencies**

Essential criteria:

1. Skills and abilities

- 1.1 Ability to maintain systems and keep concise and detailed records.
- 1.2 Ability to administer and organise work methodically with high level of accuracy.
- 1.3 Excellent time management techniques and the ability to manage multiple priorities and work to deadlines.
- 1.4 Confident use of social media platforms.
- 1.5 Good numerical skills and the ability to manage financial systems
- 1.6 Familiarity with using on-line payment and giving platforms (Just Giving, Paypal)
- 1.7 Proficient with word processing packages, databases, spreadsheets, e-mail and the Internet.
- 1.8 Excellent communication and interpersonal skills in relation to dealing with supporters, colleagues across the organisation.

2. Personal qualities

- 2.1. Willingness to work flexibly and responsively to the needs of the organisation.
- 2.2. A commitment to WLM's values.
- 2.3. An understanding and/or appreciation of WLM's Christian ethos.
- 2.4 Interest and commitment to supporting homeless people and commitment to transformational social change.
- 2.5 To adhere to Fundraising good practice standards (Institute of Fundraising).

Desirable criteria

1. Experience of using Mailchimp.