



## Job Description

<b>Job Title:</b>	<b>Fundraising and Database Administrator</b>
<b>Reporting to</b>	Fundraising Manager
<b>Location:</b>	Edinburgh Dog and Cat Home
<b>Contract</b>	Salary: £19,000  Hours: 35 hours per week (Mon-Fri 9am-4.30pm) with occasional out of hours work for key events  Holidays: 20 days per annum (rising with length of service) and 8 public holidays

### Duties and responsibilities

- Using the eTapestry database, provide administrative support to the fundraising team including updating and maintaining supporter records and sending thank you letters to donors, ensuring accuracy at all times.
- Keeping the database up to date, performing database audits, importing and exporting information, and producing reports for the wider Fundraising team.

- Assist the communications team with data cleansing and fulfillment for direct mail campaigns.
- Answer the fundraising office telephone in a polite and professional manner, directing calls to the relevant team member in a quickly and efficiently.
- Support the management of the FRC department's email inboxes, directing enquiries to the relevant team member in a timely manner.
- Ad hoc support with the organisation and administration of the Home's events.
- Attendance and support at the Home's key events such as the annual Paws by the Prom Open Day.
- Provide administrative support for the Home's collection can programme and managing the uplift and replacement of existing collection cans out in the community, liaising with our Van Driver and community volunteers as necessary.
- Look after the Home's stock of fundraising materials, completing stock takes as instructed, keeping accurate records and ensuring the fundraising office, cupboards and store room are kept neat, tidy and in order.
- Assist with the administration of the Home's Companion, Sponsorship and Memory Tree schemes.
- Assist with the fulfilment of supporter packs for donors undertaking challenge events, sponsors and Companions.
- Assist the finance team with the counting and banking of cash donations and cash from events and collection cans.
- Work closely with the finance team to assist with the recording and reporting of fundraising income.
- Assist with the day to day support of the office volunteers, providing guidance and support for their weekly tasks.
- Assist with the sourcing of venues, catering and set up for team meetings and training days.
- Take accurate minutes at fundraising and FRC team meetings, ensuring these are circulated in a quick and efficient manner, updated the Teamwork project management tool where appropriate.
- Provide ad-hoc cover to the Home's reception during busy periods and periods of absence and holidays.
- Any other tasks which are consistent with the duties and responsibilities of this post.

<b>Person Specification</b>		
	<b>Essential</b>	<b>Desirable</b>
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>● Good level of basic education</li> <li>● Basic numeracy skills</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>● Experience of providing administrative support to a busy team</li> <li>● Cash handling and banking experience</li> <li>● Experience of using a CRM database</li> <li>● Experience of working to multiple, competing deadlines and ability to prioritise</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of working in a charity office.</li> <li>● Experience of working with volunteers</li> <li>● Experience of using a project management tool (such as Teamwork or Trello)</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>● Good interpersonal skills with an ability to communicate effectively with a diverse range of people</li> <li>● Strong organisational skills able to prioritise, analyse and make clear judgements</li> <li>● Strong IT and administrative skills and comfortable with Outlook and Microsoft Office.</li> </ul>	
<b>Personality</b>	<ul style="list-style-type: none"> <li>● Positive professional attitude</li> <li>● Trustworthy, honest and reliable</li> <li>● Enthusiastic, polite and approachable</li> <li>● Self-starter, able to use own initiative</li> <li>● Willing to learn new skills and take on direction and constructive criticism.</li> <li>● Confident in own ability and able to speak up if unsure or to make suggestions and recommendations</li> <li>● Appreciation for animal welfare and comfortable around office dogs.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>● Presentable and professional appearance</li> </ul>	