



Citizens Advice Taunton
St Mary's House
Magdalene Street
Taunton, TA1 1SB

tauntoncab.org.uk

Citizens Advice Taunton

Volunteer Fundraising Administrator

Role Description & Person Specification (March 2017)

Reporting to

Office Manager

Context

We are launching a new fundraising project to boost the charity's income. This is a vital new initiative and team members will have a chance to make a real difference to the charity's future.

The project will be led by the Fundraising Consultant (Richard Cottrell) and the Office Manager, who will provide full training and support between them.

The Administrators will play a key role in obtaining, administering and recording donations from;

- Individual Giving – including regular giving, one-off donations, appeals, challenge events, and legacies
- Community events – including community groups, sporting event and supermarket collections

Role Description

Main tasks

- Record cash, cheque and electronic payments received from donors on and offline
- Send Thank You Letters as appropriate to donors and supporting organisations
- Update and administering database of donors and contacts
- Assist with Gift Aid claims
- Mail merge, print, enclose and dispatch client questionnaires on regular frequency (starting twice monthly)
- Mail merge, print, and dispatch appeal letters to database of contacts twice yearly
- Mail merge and dispatch e-newsletter on monthly basis
- Provide recommendations for system and procedure improvements to Office Manager and Fundraising Consultant
- Co-ordinate stock and distribution of fundraising materials, and liaise with Office Manager and Fundraising Consultant to ensure materials are in stock and fit for purpose
- Participate in team meetings and reviews as appropriate

Other tasks

- Complete the required training
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the project
- Maintain an awareness of the Code of Fundraising Practice
- Uphold the aims and principles of the CA service and its equal opportunities policies
- Keep to our health and safety guidelines, and share responsibility for own safety and that of others

Person specification

- 1 day per week
- Reflect and support CA-T's confidentiality policy, and equality and diversity strategy
- Follow the office's systems and procedures
- Able to use IT systems and packages
- Able to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Good communication skills; in person, orally and in writing
- Able to monitor and maintain own standards
- Able to analyse and interpret information
- A willingness to attend training and other meetings
- To be approachable and friendly
- To be trustworthy when handling cash and cheque donations
- Able to work on own initiative
- Able and willing to work as part of a team

Jon Shoemith (Chief Officer)

27-3-17