



JOB DESCRIPTION | DONATIONS OFFICER

1. **Official Job title:** Donations Officer
2. **Department:** Donations
3. **Responsible to:** Fundraising and Marketing Manager & CEO
4. **Hours:** 40 hours per week (Mon – Fri).

Must be flexible with willingness to work weekends, evenings and during campaign periods.

5. **Purpose:** To provide administrative and strategic development to aid the process of donor care management. The successful candidate will be expected to establish a framework of operations, standards and processes that facilitate a streamline process of donation processing and donor care management. This will be from taking a donation through various methods to processing and reporting the donation. The aim is to aid the department in maintaining donors, nurturing the donor's ongoing support, building trust and rapport.

6. Main tasks

- Develop and maintain all administration and processing systems and policies within the Donations Department. This is a key area of focus for Muntada Aid
- To continually identify new ways of improving the donor relationship
- To develop and maintain a system for retrieving pledges
- Maintaining electronic and paper filing systems for all donors
- Supporting the Fundraising Manager in preparing update reports for all donors as required
- To maintain confidentiality in line with organisational policy in relation to service users, staff and donor sensitive information.
- Processing donations
- To aid in development, upkeep and review administrative systems to achieve maximum efficiency across the team, including document storage
- To overlook all responsibilities of the donation process
- To ensure that all processes relating to incoming donations (telephone, web, cheque & cash donations) are in line with Muntada Aid procedures
- To ensure donation initiatives such as Gift Aid, Payroll Giving and event pledges are implemented and processed accurately
- To identify donation trends on a regular basis and inform management of these trends
- To support the Muntada Aid with all collections and to ensure that agreements are in place, money is counted and banked accurately and all correspondence is sent.
- Support the Fundraising and Marketing activities during busy campaign periods
- Take a lead role in donations systems during TV live appeals.



PERSON SPECIFICATION | DONATIONS OFFICER

Qualification

- Educated to A-level Standard (essential)

Experience

- Experience in the charity sector. (essential)
- Experience of general administration (essential)
- Demonstrated experience in setting up policies/procedures/systems for a charity to streamline donations from donors. (essential)
- Experience in interpreting and producing financial reports from various donation portals (essential)
- Experience in Gift Aid application from HMRC (essential)
- Experience of processing a credit card, cash, cheque and web donations (desirable)
- Experience of donor/customer relationship management. (essential)
- Experience of working in a humanitarian support organisation. (desirable)
- Experience of using various donor care managements systems (essential)

Skills

- Good communication and interpersonal skills (essential)
- Good organisational and effective time management skills (essential)
- Good ICT skills including software packages e.g. Word and Excel (essential)
- Good understanding of the Sage package
- Strong analytical skills (essential)
- Confidence to represent the charity at events and on other occasions

Knowledge

- Knowledge of Donor trends and preferences. (essential)
- Knowledge of office systems and practice (essential)
- Knowledge of the Islamic community and sensitivities.(essential)
- Understanding of tax efficient giving i.e. Gift Aid etc (Essential)
- Awareness of Charities Act, Data Protection Act and good practice in relation to fundraising. (desirable)
- Knowledge of Charity commission and HMRC codes of practice relating to Donor Care Management Systems.

Ability

- Ability to adapt quickly to changing deadlines and priorities (essential)
- Ability to work under pressure and work on own initiative (essential)
- Ability to work effectively within a team environment (essential)
- Ability to work unsociable hours during peak campaigns. (essential)
- Ability to communicate in Arabic/Urdu/Punjabi/Bangla (desirable)
- Ability to thrive in a pressurised environment (desirable)
- Self-motivated and able to carry out repetitive work (essential)

Other:

- Clean Driving Licence (Desireable)