



## *JOB DESCRIPTION* | **DONATIONS ASSISTANT**

1. **Job title:** Donations Assistant
2. **Department:** Donations
3. **Responsible to:** Fundraising and Marketing Manager
4. **Hours:** 40 hours per week (Mon – Sun)

Must be flexible with willingness to work weekends, evenings

5. **Purpose:** To provide effective and excellent supporter services in order to maximise Muntada Aid's income by recovering and managing all pledge donations as well as ensuring the highest standard of office administration of the department.

### 6. **Main tasks**

- To ensure smooth running of the pledge donation procedure as set out by the department
- To process, record and maintain all pledge donations received from events via electronic and paper filing systems for all donors
- To recover pledges from all Muntada Aid's activities through various communication (phone, email or face to face, text).
- To nurture relationships with fundraisers/donors and go the extra mile when engaging with them.
- Greet and connect with fundraisers warmly over the phone (primary communication avenue) ensuring good customer service is displayed
- Ability to use "positive language" and display an optimistic attitude with donors/fundraisers
- To provide regular reports to senior team for a comprehensive analysis of pledge donations and data
- To liaise with Fundraising Team to ensure full implementation and completion of pledge forms in events.
- 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 continually identify new ways of improving donor relationships



## *PERSON SPECIFICATION* | **DONATIONS ASSISTANT**

### **Qualification**

- Educated to A-level Standard (essential)

### **Experience**

- Experience in the charity sector (essential)
- Experience of general administration (essential)
- Experience of working in call centre (desirable)
- Telesales or Telemarketing experience (desirable)
- Experience in data entry (desirable)
- Experience in providing customer service over the phone (desirable)
- Experience of working in a humanitarian support organisation (desirable)

### **Skills**

- Good communication and interpersonal skills (essential)
- Good organisational and effective time management skills (essential)
- Patience with long-term process (desirable)
- Good ICT skills including software packages e.g. Word and Excel (essential)
- Strong analytical skills (desirable)
- Confidence to represent the charity at events and on other occasions (desirable)

### **Knowledge**

- Knowledge of office systems and practice
- Knowledge of the charity sector
- Knowledge of the Islamic community and sensitivities.

### **Ability**

- Ability to work in a diverse team
- Ability to communicate clearly, effectively and professionally with all stakeholders
- Ability to remain patient and courteous with customers in difficult situations
- Ability to work independently and use your own initiative
- Ability to work under pressure to agreed deadlines and adapt to change.
- Ability to work in methodical manner

### **Other**

- Commitment to Muntada Aid's mission, visions and values
- Commitment to Muntada Aid's ethos
- Hard working and self-motivated
- Friendly and optimistic personality