



## 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)