



Job Description

1. Job Title: Fundraising Administration Apprentice

Reports to: Fundraising Support Manager

Accountable to: Head of Fundraising

Salary: £8.60 an hour

Hours: 37.5

Date: October 2024

2. Job Summary

This post will work within a dynamic fundraising team focusing on administrative tasks. Whilst completing a Level 3 Apprenticeship in Business and Administration.

The Fundraising Administration Apprentice will sit within the Supporter Engagement Team and support the wider fundraising team administration including in memory giving, the lottery, fundraising events, corporate and community fundraising.

They will handle enquiries, process donations and ensure timely acknowledgements to supporters sharing the impact of their fundraising.

3. Organisation Chart



4. Main Duties & Responsibilities

- Undertake a range of administrative tasks for the Supporter Engagement Team
- Build and maintain relationships with our donors, to ensure supporters receive an excellent supporter journey and experience of the hospice
- Carry out administration tasks relating to all income streams and provide fundraising support to donors
- Process donations onto the Fundraising Database (Raiser's Edge)
- Thank supporters for their generosity in a timely manner
- Help manage the Fundraising inbox and respond to enquiries with a professional tone in a timely manner
- Answer the Fundraising Phone line politely and professionally, directing queries to the appropriate team member
- Cover shifts at the Fundraising Hub and Fundraising Centre to meet and greet supporters and accept donations
- Ensure that all activity and donor information is recorded accurately on the database and that relevant administration is completed on time
- Work to deadlines, and produce good quality written work
- Place orders and create purchase order requests
- Offer support to donors setting up JustGiving pages and help monitor JustGiving campaigns
- Liaise sensitively with supporters wishing to fundraise in memory of loved ones
- Assist with the preparation of direct marketing appeals and process returned mail
- Work alongside the Partnerships Team to help source gifts in kind and raffle prizes
- Manage data and handle cash in line with charity procedures
- Represent Ashgate Hospice externally, supporting the Community Fundraising Team as required
- Work with the Marketing and Communication Team to design fundraising promotional materials and add fundraising activities to the website
- Work with the Marketing and Communications Team to share stories across our internal and external communication channels of supporter fundraising successes
- Work collaboratively with the Events, Community Fundraising and Partnerships Teams to help assist with the delivery of events
- Adhere to, and comply with, organisational policies, procedures and guidelines at all times.
- Take all reasonable steps to manage and promote a safe and healthy working environment
- To wear the costume for Ashley Bear, the Ashgate Hospice mascot
- There will be the requirement to work occasional evenings, and weekends around some fundraising events (for which Time off in Lieu is given)
- Maintain an up-to-date knowledge of charity legislation, and government initiatives relating to the nonprofit making sector and the Fundraising Codes of Practice
- To support the wider Fundraising Team in additional tasks as needed.

5. Personal Development

- Through your apprenticeship, agree individual objectives and develop a personal development plan linked to team and individual objectives
- Through the Annual Review Process, agree individual objectives and develop a personal development plan linked to team and individual objectives
- Attend external events as appropriate
- Attend all team meetings
- Demonstrate CPD, develop new skills as required
- Attend all mandatory and statutory training

6. Communications & Working Relationships

Internal: All staff and volunteers; department managers, leadership team and Trustees

External: General public, external suppliers

Please note this is an illustrative list only.

- This Job Description describes the main duties of the post holder and is not exhaustive.
- This Job Description will be reviewed with the post holder as part of the regular performance review.
- This Job Description does not form part of the Contract of Employment.

PERSON SPECIFICATION

Job Title: Fundraising Administration Apprentice

1. Attainments/Qualification (assessed by Application, Interview or Test)	
Essential <ul style="list-style-type: none"> - Have a level of understanding of English and Maths that supports good communication with others A 	Desirable <ul style="list-style-type: none"> - English & Maths at Level 2 or above A
2. Skills (assessed by Application, Interview or Test)	
Essential <ul style="list-style-type: none"> - Personal organisational skills A/I - Time management A/I - Communication skills (written & verbal) A/I/T - IT skills and proficient on Microsoft programmes, Word, Excel and PowerPoint A/I/T - Proactive approach to developing skills A/I - Self-motivated and a good team player A/I 	Desirable <ul style="list-style-type: none"> - Ability to plan and prioritise to work to deadlines A/I - Polite telephone manner A/I
3. Knowledge/Experience (assessed by Application, Interview or Test)	
Essential <ul style="list-style-type: none"> - An interest in fundraising administration A/I 	Desirable <ul style="list-style-type: none"> - Experience of raising funds for charity A/I - Experience in a customer facing role A/I - Good understanding of social media platforms A/I
4. Other factors (assessed by Application, Interview or Test)	

Essential

- A desire to work efficiently and with integrity **A/I**
- Ability to live the Hospice Values **A/I**
- Ability to interact with colleagues to build rapport, trust and confidence **A/I**
- A thorough understanding of an ability to maintain confidentiality **A/I**

Desirable

- A willingness to work outside of core hours as required, including evenings and weekends **A/I**