

Fundraising Administrator | Job Description and Person Specification

Job title:	Fundraising Administrator
Reporting to:	Fundraising Manager
Hours of work:	F/T 35 hours per week - we are open to reduced hours (e.g. 28 per week) if that suits you better. Please note that the role will require work outside normal office hours, including some weekends, to attend events (approximately 12 per year).
Contract:	Permanent
Salary:	£25-28k per annum (pro-rated for reduced hours)
Holidays:	37 days, including public holidays, (based on full-time hours, pro-rated accordingly)
Benefits:	Flexible working and TOIL Policy • Equipment provided for working from home (laptop, phone etc.) • Opportunities for continuous learning and development • Enhanced sick pay • Enhanced Maternity Benefit • Death in Service benefits • Employer pension (3% employee/6% employer or 4+% employee/7% employer) • Cycle to Work Scheme • Recognition agreement with UNISON
Location:	Hybrid Working (remote and from our offices in Edinburgh or Glasgow)

About Waverley Care

Waverley Care is Scotland's leading charity dedicated to HIV and hepatitis C. Guided by the voices and experiences of the people we support, our work not only delivers vital services but also helps shape national policy on sexual health and blood-borne viruses.

Our vision is a Scotland where everyone living with, or at risk of, HIV and hepatitis C is treated with dignity, acceptance, and respect. Through our services we create safe spaces where people can connect, share experiences, and build confidence. We work to end isolation and support people affected by HIV or hepatitis C to live well.

You can find out more about the work we do at our website: www.waverleycare.org

About the role

We are looking for an organised and motivated Fundraising Administrator to join our busy Fundraising team.

This is an exciting time for fundraising and income generation at Waverley Care. We have invested in significantly increasing our unrestricted income over the next three years, and we are looking for an engaged individual to support the team's growth and expansion. This post will provide vital administrative assistance to the Fundraising team, as well as contributing to the smooth running of our Fundraising challenge events.

As a Fundraising Administrator, you'll work closely within the team and interact with our many donors. You will provide much needed administrative support to all the income generation streams, helping the team to achieve their ambitious goals each year. You will play a central role in the organisation of Waverley Care-led fundraising events and sponsored challenges by providing essential administrative support and stewardship to participants.

This is a new post which reflects the increasing demands on the team, and it is important that you can adapt to new and changing tasks as the team continues to expand their work. While the role is primarily administrative, there will be opportunities to get involved in wider fundraising activities if desired - ideal for someone looking to broaden their experience, but not essential. Evening and weekend work will be required approximately once per month.

About you

The Fundraising Administrator will be highly organised, reliable and adaptable. You will have at least one year's experience in an administrative role, including some experience in supporting events. As you will be supporting the team across a range of activities, you should be comfortable juggling multiple tasks and deadlines, and confident in prioritising your workload effectively.

You will be the first point of contact for our supporters by phone and email, so customer-facing experience is essential. You will bring a warm, professional, and considerate approach in all your communications.

Some prior finance experience is required, and you will have good attention to detail and be confident working with numbers and data, as you'll assist with Fundraising's financial reporting. You will use our CRM system, Donorfy, to manage donor stewardship and Eventbrite to manage event ticketing, so good IT literacy is essential.

You will play an essential role in the successful running of fundraising activities. A forward thinker, you'll set and stick to timelines, liaise with suppliers, secure prize donations, and help coordinate volunteers. You'll be confident engaging with a range of stakeholders by phone, email and in-person.

Responsibilities include:

Administration

1. Management of the Fundraising email inbox and phone line, ensuring inbound communications are responded to and actioned in a timely and appropriate manner.
2. Acting as the first point of contact for donor queries, proactively responding to them whether by email or phone. Connecting donors with the relevant member of the Fundraising team when necessary.
3. Data management in the CRM system, Donorfy, in line with GDPR regulations. Regular data entry and enquiry, ensuring accuracy and consistency. Conducting a data cleanse on existing records to increase the value of the CRM system to the team.
4. Diary management for events, sponsored challenges and campaigns, working with internal and external partners to meet deadlines, identify bottlenecks, and prioritise timelines.
5. Maintaining accurate and organised electronic filing systems for all Fundraising records, including donor correspondence, contracts, and event documentation, across all platforms.

Event and Sponsored Challenges Coordination

1. Being an ambassador at events, supporting the delivery of Waverley Care's vision and ensuring that the charity's profile and reputation are upheld.
2. Contacting and booking suppliers for events, including getting three quotes as appropriate to ensure cost effectiveness.
3. Management of event profiles, donor pages and customer queries on Eventbrite and Just Giving.
4. Liaising with organisers of sponsored challenges and communicating with those participating.
5. Sourcing prizes and donations for raffles, prize draws and competitions.
6. Working with the Communications team to promote events on social media and in email campaigns, ensuring adherence to agreed timelines.
7. Supporting the Fundraising team at in-person events, including cash counting, bucket shaking, or greeting supporters.

Fundraising Support

1. Reporting and monitoring of fundraising income and expenditure against budgets. Supporting the Business Manager in the production of monthly finance reports for our trustees.
2. Weekly reconciliation of fundraising income against banking transactions, working alongside the Business Administrator to ensure accurate allocation of income.
3. Monitoring online donation and campaign pages, to identify any updates or issues. Notifying the relevant Fundraising team member about any new or updated supporters. Resolving any identified issues wherever possible and escalating for support if necessary.

4. Creating fundraising packs and mailings with the wider Fundraising team. Preparing resources and materials for events and sponsored challenges as required.
5. Tracking resources and material stock levels, including checking items in after events. Notifying the National Fundraising Manager in good time when more resources need to be ordered.

Donor Stewardship

1. Supporting the donor stewardship journey by sending thank-you letters, receipts, and other communications after fundraising events in a timely manner.
2. Coordinating donor stewardship activities, such as birthday cards or impact updates, ensuring a consistent experience for all donors.
3. Other supporter engagement activities as required.

Other Responsibilities

1. Working with a continuous improvement mindset, identifying opportunities to improve efficiency within the team or streamline processes.
2. Undertaking any other duties which may be reasonably required to support Waverley Care's fundraising activities.

Person Specification

Experience and Knowledge	Essential	Desirable
At least one year's administration experience	✓	
Prior finance experience	✓	
Customer-facing experience	✓	
Experience in organising events	✓	
Experience of working in a busy team and managing a variety of tasks	✓	
Capable of independent working and self-motivation	✓	
Ability to work independently and prioritise workload	✓	
Professional and warm communication skills, across both written and verbal methods	✓	
Strong IT literacy, with proven ability to learn new systems	✓	
Ability to work as part of a team and ability to take direction	✓	
Attention to detail and high level of accuracy, in data systems and in communications	✓	
Excellent numeracy skills	✓	
GDPR knowledge		✓
Awareness of fundraising regulations (Fundraising Regulator standards, Gift Aid processes).		✓
Experience of working with Fundraising teams		✓
Experience of producing basic financial reports		✓
Experience using Customer Relationship Management (CRM) systems e.g. Donorfy		✓
Experience in managing online fundraising platforms e.g Just Giving		✓