

JOB DESCRIPTION

Job Title:	Fundraising Support Officer
Responsible to:	Head of individual Giving
Location:	Elmbank Crescent, Glasgow

Main purpose of job

To support the Fundraising Department in the management and stewardship of individual donors, maintaining donor records and coordinating communications.

The post holder will be involved in developing new individual supporters and encouraging existing donors to increase their giving, whilst maintaining excellent donor records.

To provide essential administrative and logistical support to the Fundraising team, ensuring smooth operation of donor stewardship, data management, communications, and events. This role is key in helping the team meet income targets and deliver an outstanding experience to supporters.

Key Responsibilities:

1. Administrative Support

- Maintain accurate records on the CRM system (Spektrix or similar)
- Process donations, memberships, and renewals efficiently and accurately
- Coordinate scheduling, meeting prep and minute-taking for internal and external meetings
- Support the preparation and distribution of donor communications (letters, emails, reports)

2. Event Coordination

- Assist with the planning and delivery of donor events and receptions
- Prepare and manage guest lists, invitations and RSVPs
- Working with the Events Manager to ensure activities and events form a coherent part of the departmental spectrum
- Attending events and assisting the Events Manager with event set-up and delivery

3. Reporting and Data Management

- Generate reports to support fundraising analysis and strategy
- Ensure GDPR compliance and data accuracy in all supporter records Working with the Fundraising Data Manager and our Finance team to ensure that payments are processed efficiently

4. Team Collaboration

- Work closely with the wider Development and Marketing teams
- Support campaigns, appeals, and other fundraising initiatives
- Helping with the delivery and admin of supporter holidays in the UK and abroad with opportunity to escort the groups.

Person Specification

Essential:

- Proven experience in an administrative role
- Excellent organisational and time management skills
- Strong attention to detail and accuracy
- Confident IT skills including MS Office (Word, Excel, Outlook)
- Ability to manage multiple deadlines and work independently
- A collaborative, positive and can-do attitude
- Awareness and commitment to good customer service principles
- Awareness of wider fundraising opportunities and able to work with colleagues in order to take advantage of opportunities
- Excellent interpersonal and communication skills and a strong drive to provide excellent customer service to supporters

Desirable:

- Experience using CRM or fundraising databases
- Interest or experience in the arts, charities, or cultural sector
- Experience in an individual giving fundraising environment would be an advantage
- Knowledge of Spektrix, data protection legislation and Gift Aid would be an advantage

General Terms and Conditions

Hours of Work:	Standard office hours are 35 hours per week, 9.30am to 5.30pm, Monday to Friday, with an hour for lunch. This post also requires evening and weekend working when necessary. Reasonable time off in lieu will accrue for additional working hours. Hybrid working available.
Annual salary:	£22,965.51 - £27,557.30 per annum.
Holiday entitlement:	25 days per annum plus 10 public holidays
Probationary period:	3 months
Pension:	Automatic enrolment is in operation within the Company. You will be automatically enrolled into the pension scheme, you will contribute 4% of salary, and the Company contributes 8%.