

## Job Description

<b>Job Title</b>	<b>Supporter Services Administrator</b>
<b>Reports to</b>	Head of Fundraising & Communications
<b>Team</b>	Fundraising & Communications Team
<b>Hours</b>	30 hours - 4 days a week
<b>Location</b>	Based in our office, Barnwood, Gloucester. Hybrid working available with a minimum of 2 days in the office.
<b>Salary</b>	£ 25,627 FTE (£20,778 pro rata)
<b>Contract</b>	Permanent
<b>Purpose of the role</b>	The role will be responsible for key administrative aspects within the Fundraising & Communications Team. The post holder will be a self-starter who is highly proficient in IT skills including CRM databases & Microsoft O365 functions. An effective communicator possessing excellent organisational skills, with strong data entry accuracy skills you will have a sound understanding and passion for Age UK Gloucestershire's Supporter Journey.
<b>Principle Tasks</b>	<b>Supporter Services Administration</b> <ul style="list-style-type: none"> <li>• Champion database administration for Age UK Gloucestershire's supporter database CRM Blackbaud eTapestry, ensuring data is accurately collected and recorded for all supporters including funders, organisations, donors, legacy pledgers, in memory givers and community fundraisers, adhering to CRM business rules and structure</li> <li>• Manage data in accordance with GDPR and HMRC compliance, ensuring all consent and Gift Aid Declarations are accurately recorded and maintained</li> <li>• Work closely with Finance to accurately record all gifted income in line with CRM business rules using the Campaigns, Funds &amp; Approaches structure</li> <li>• Ensure all donors receive timely donor acknowledgements in line with business rules, ensuring effective stewardship of all donors</li> <li>• Run various database queries and reports, updating organisation's Dashboard to support performance and impact monitoring,</li> <li>• Provide feedback information for grant applications</li> <li>• Ensure all supporter, colleague, volunteer and trustee information (change of address, donation details, communication preferences etc) are accurately maintained eTapestry</li> <li>• Extract and import monthly communication data imports from charity case CRM (Charity Log)</li> <li>• Monitor and action supporter email and phone enquiries</li> </ul>

- Maintain policy and procedures manual for eTapestry to ensure business continuity.

#### **Fundraising & Communications**

- Advocate for Age UK Gloucestershire's Supporter Journey, seeking new initiatives to acquire and increase supporter contacts including individuals and organisations; adhering to Fundraising Regulator Codes of Practice
- Assist Head of Fundraising & Communications with income generation streams such as eBay, Age Co and the Business Directory
- Manage digital fundraising platforms including JustGiving, Much Loved and Easy Fundraising, ensuring donor stewardship and community / challenge event fundraising initiatives are fully supported
- Coordinate the distribution of publications, mailings and donated items including preparing and maintaining contact data, performing mail-merge functions, liaising with wider AUKG teams, partner organisations
- Manage and coordinate patch-based volunteers to assist with county wide distributions
- Co-ordinate information packs for supporters and service users
- Create, test and track integrated digital online eTapestry forms for campaigns
- Manage the collection and recording of donation boxes in the community, adhering to organisation's cash handling and banking processes
- Coordinate and distribute regular internal communications such as the 'all colleague' newsletter
- Working with Voice of Older People Development Officer, segment data and distribute mass email and mail communications
- Work with Operations and National Age UK to ensure all engagement packs, leaflets and collateral are locally branded, up to date and compliant with fundraising regulations
- Support the organisation's evaluation and impact process by working closely with Operational teams to obtain feedback by executing regular evaluation surveys
- Provide administrative support to fundraising events and initiatives as required, adhering to AUKG brand guidelines.

#### **Other**

- Actively participate and contribute in all organisation and team meetings, taking ownership of personal CPD.
- Undertake other tasks as and requested on behalf of Age UK Gloucestershire.

<b>Person Specification</b>	<b>Required Skills and Experience</b>  The role holder will: <ul style="list-style-type: none"> <li>• Possess 2 years+ CRM experience processing income, preferably within a charity</li> <li>• Be highly proficient in O365 functions including mail merge functions and with intermediate excel skills</li> <li>• Be a self-starter and effective communicator with a can-do attitude with the ability to multitask</li> <li>• Have excellent donor stewardship skills and / or demonstrable customer service experience</li> <li>• Be highly organised with outstanding administration skills and a team player with the ability to organise others</li> <li>• Thrive on creating and following processes and procedures</li> <li>• Have a sound understanding of the different fundraising income streams and passion for the supporter journey.</li> </ul> <b>Desirable</b> <ul style="list-style-type: none"> <li>• Experience using a Blackbaud CRM such as eTapestry or Raisers Edge</li> <li>• Experience in creating and distributing mass email communications</li> <li>• Good understanding of the charity sector</li> <li>• Ambition to further develop with a fundraising role.</li> </ul>
<b>Application</b>	Please complete the Expression of Interest form (ref SSA) and submit with your CV (no more than 3 pages) to <a href="mailto:hr@ageukgloucestershire.org.uk">hr@ageukgloucestershire.org.uk</a>  Please also complete the Equal Opportunities form and submit separately to your application to <a href="mailto:hr@ageukgloucestershire.org.uk">hr@ageukgloucestershire.org.uk</a>
<b>Closing date</b>	22 June 2025
<b>Interview dates</b>	Late June