



Job Title        Development Co-ordinator  
Department    Individual Giving  
Division        Development & Communications

### Job Description

#### Main Duties

- Financial duties: accurately recording subscription/donation income on Raiser's Edge database; batching income to Finance Department; reconciling monthly income; processing purchase orders; preparing for Gift Aid claims; supporting the team in the preparation of reports
- Fundraising administration: dealing with correspondence, email and phone enquiries (internal and external), particularly in relation to our appeals; providing administrative support for project fundraising and to the team managers; providing support to the Head of Individual Giving as required
- Membership administration: dealing with correspondence, email and phone enquiries (internal and external); processing membership applications and renewals; assist with volunteer management; provide administrative support as necessary
- Raiser's Edge Database Maintenance: reporting errors and issues; implementing clean-up procedures; adding records and key details as needed
- Event administration: setting up booking forms and webpages for membership events, processing event bookings; assisting with incoming and outgoing mailings and any event enquiries, providing support during events where needed
- Communications: collaborate with Comms & Marketing on social media messaging related to Development & Membership; liaising directly with Comms to share Development & Membership news for internal newsletter as required; preparing and sending mass communications (digital & paper); assist with website updates for the Development Division.



**Person Specification**

<b>Skills/Aptitude</b>	<b>Essential</b>	<b>Desirable</b>
Ability to work as part of a small team	*	
Ability to organise, meet deadlines and prioritise work	*	
Good numerical skills	*	
Excellent written skills and experience of using Microsoft Word and mail merge	*	
Ability to communicate effectively with the public demonstrating tact and diplomacy at all times	*	
Excellent attention to detail	*	
Ability to work flexible hours from time to time in response to changing priorities and to assist with events in the evening and weekends when required.	*	
Experience with Raiser's Edge or equivalent CRM database skills	*	
Fundraising, Sales, or Customer Service Experience		*

  

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Highly proficient user of Microsoft Office products and CRM systems, preferably Raiser's Edge	*	
An active interest in and understanding of RBGE, and a passionate belief in its mission		*

  

<b>Professional Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
A relevant degree, professional qualification or equivalent professional experience		*