

## Job Specification:

## Fundraising Administrator

Department:	Fundraising
Scale:	UK Scale 1
Line managed by:	Supporter Care and Database Coordinator
Responsible for line managing:	N/A
Location:	UK – MAG Manchester

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**MAG's Vision is a world in which everyone can live free from the enduring and devastating consequences of armed violence, conflict and their legacy.** People will live in communities where their rights are upheld, with dignity and choice and free from fear from mines, explosive remnants of war (ERW) and the impact of small arms and light weapons and ammunition.

**MAG's Mission is to save lives, ease suffering and enable sustainable development by limiting the causes and addressing the consequences of armed violence and conflict so people can live with dignity and choice, free from fear.** We will use our core skills and distinctive competence to save lives through the removal of mines and ERW, and reduce the impact of small arms, light weapons and ammunition on people and communities. How we do this is as important as what we do – we work primarily with and for communities, for us 'it's all about people'.

**MAG's Values:** Our values come to life through our actions, every day. How we act has an impact on others. As someone who works at MAG, you can help to create a positive culture by demonstrating our values through your own behaviour and actions. Everyone has a role to play in shaping our culture. Everyone should understand our values and is encouraged to think how they are relevant to their individual role.

**DETERMINED** - we work with purpose.

**EXPERT** - through excellence and expertise we build trust.

**INTEGRITY** - we strive to do the right thing.

**COMPASSION** - people come first in everything we do.

**INCLUSIVE** - we are inclusive, and we value diversity.

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### Job Purpose:

As part of the global Fundraising Team, this role will help build excellent relationships with our supporters, helping us to grow our income and reach more people affected by landmines and conflict around the world. As the first point of contact for supporters and the general public, you will be handling telephone calls, emails, social media, and letters. You will be responsible for ensuring supporters feel valued and receive a personal thank you for their donations.

This role takes charge of the day-to-day processing of all types of donations, diligently following established procedures to ensure swift and precise recording.

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### Job Description

#### Supporter and Database Administration

- Create and maintain supporter records, primarily using MAG's supporter database, Donorfy, and other donor and donation management systems and platforms.
- Ensure all donations received online, by phone and through the post are processed accurately, including recording financial information, data protection preferences, recording on the supporter database and updating supporter records appropriately.

- Ensure all donations made via third parties, such as Facebook and JustGiving, are received and processed accurately, identifying new donors and delivering a consistent supporter experience.
- Create, update and maintain efficient processes for managing donor information and income, communicating to the wider team as needed.
- Work with Finance and other teams to manage and reconcile income from a variety of channels correctly and efficiently.
- Assist with the day-to-day maintenance of MAG's supporter database, dealing with queries, producing data, recording information, user management and liaison and primary contact with the supplier.
- Manage regular gifts to MAG including setting new gifts, updating the Direct Debit processor, responding to cancellation requests and updating regular gifts on the database.
- Maintain accurate Gift Aid records, rectifying errors or gaps, undertake internal audit and prepare claims for submission to HMRC.
- Provide support on the production of supporter communications including exporting and preparing data for fundraising appeals and campaigns, managing printing of materials and working with designers.
- Liaise with a range of external suppliers to ensure supporter data and income is received and managed in a secure, timely and efficient manner.
- Maintain accurate paper and electronic donor records, including the supporter database, ensuring these are in line with industry best practice as well as legal requirements e.g. Gift Aid.
- Ensure activities and processes are in line with industry best practice and MAG's quality management system.

### **Supporter Experience**

- Deliver excellent supporter care to donors by personally thanking for donations and handling a variety of queries and requests.
- Respond to and record complaint relating to fundraising, listening to concerns raised by supporters and taking appropriate action in line with MAG policy.
- Steward and retain supporters by sending personalised welcome communications as part of planned supporter journeys.
- Respond to postal, phone and email communications from supporters in line with agreed timescales using both standard and bespoke responses, working with other teams to ensure enquiries are dealt with quickly and effectively to maximise fundraising.
- Maximise income from Gift Aid by regularly reviewing supporter Gift Aid status and preparing communications to increase Gift Aid uptake by supporters.
- Working closely with the Individual Giving Officer to ensure donors received the planned supporter journey, regularly checking data and recording communications sent.
- Steward and support volunteer fundraisers and community organisations in their fundraising activity, assisting them with their events, keeping in regular contact and providing materials and advice to increase donations and provide excellent supporter care.
- Support with website amends and management when required.
- Support the Head of Public Fundraising with the administration of legacies including accurate record keeping, liaison with executors and other external parties and preparing information as required.
- Provide general administration support to the Fundraising Team.
- Maintain standard letter/email templates, ensuring they are up to date, functioning and accessible to the team.
- Provide ad-hoc support to the Fundraising Team on campaigns, events, appeals and supporter care.
- Keep up to date with information on Gift Aid, Data Protection Act, Institute of Fundraising Codes of Practice and other guidelines related to charitable giving and suggest changes required in order to satisfy these.

### **All UK staff are expected to undertake the following general duties:**

- Work within the framework of MAG's core values, promoting its ethos and mission statement.
- Work towards achieving programme and/or department business plan objectives
- Ensure familiarity with and adhere to all MAG policies and procedures and keep informed of MAG activities
- Undertake and apply learning from appropriate training and development programmes.
- Travel overseas, sometimes to developing countries and areas in conflict, as and when required

- Undertake the role in a manner appropriate to the cultural context and within the local legal framework.
- Understand and uphold the standards outlined in MAG's Safeguarding Framework, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with MAG's work and reporting concerns if they do arise.

This non-contractual document can be varied from time to time as circumstances dictate. This job description is intended to summarise the main duties and responsibilities of the post; this is not intended to be a full and exhaustive list of tasks. All MAG staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

Some Job Descriptions may be supplemented by specific Terms of Reference

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## Person Specification

### Essential Experience

- Experience of working with a database, preferably to manage customer/supporter data
- Experience of administration in an office-based environment

### Essential Skills and Knowledge

- Excellent attention to detail and numeracy skills.
- Excellent communication skills, both oral – including telephone – and written.
- Excellent interpersonal and donor care skills.
- Ability to develop positive relationships internally and externally.
- Ability to use Outlook and the full Microsoft Office suite, in particular Excel.
- Ability to work effectively as part of a small team and to take initiative when appropriate.
- Ability to perform administrative and process-based tasks where required.
- Able to prioritise and organise own workload and able to adapt to changing demands in a busy environment.

### Essential Aptitude

- Ability to work proactively and independently.
- Supporter focused and committed to providing the very best of customer care.
- Ability to effectively represent and promote MAG within the expectations of the role.
- Interest in and commitment to MAG's humanitarian and capacity building mandate.
- Self-motivated, flexible and enthusiastic approach to work.
- Proactive with a problem-solving approach where systems can be improved.

### Desirable

- Experience of working with a fundraising database, preferably Donorfy.
- Previous experience of working in a fundraising role.
- Knowledge of Gift Aid and the requirements of the claims process.
- Knowledge of data protection and relevant fundraising codes and standards.

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<b>Signed employee:</b>	<b>Date:</b>
<b>Signed manager:</b>	<b>Date:</b>

December 2024