

**Job Description**

**Fundraising Administrator**

- Department:** Fundraising & Marketing
- Reports to:** Fundraising & Marketing Manager
- Direct Reports:** None
- Location:** The Wellington City Mission, Newtown, Wellington
- Primary role and purpose:** To process daily donations received by The Mission, and manage the use of donor database - Raisers Edge. To manage low-level corporate partnerships and events, as well as gift in kind donations of product. To support the Fundraising & Marketing Manager.
- Key functions:**
  1. Donation Processing and receipting
  2. Database Management
  3. Corporate stakeholder/Event and Donation Management
  4. Administrative support for the Fundraising & Marketing Manager.
- Hours of Work:** This is a permanent position, working 37.5 hours per week.

**Key Functions for the Fundraising Administrator:**

**1. Donation processing and receipting**

| Key Tasks  | Performance Indicators   |
|--|--|
| <ul style="list-style-type: none"> <li>• Process donations daily received by mail and online/ or via the website etc. using Raisers Edge database</li> <li>• Oversee processes involving the use of fundraising data including: data input, credit card and DD</li> <li>• Update/Change donor details and donor records on Raisers Edge as necessary</li> <li>• Ensure all returned mail is processed in a timely fashion and reported on</li> <li>• To perform data imports into and exports from Raiser’s Edge, including segmentation</li> <li>• Create and maintain receipt, acknowledgement and welcome pack functions in Raiser’s Edge</li> <li>• Preparing Raiser’s Edge for upcoming mailings with appropriate coding, response letters and assigned appeals</li> <li>• Work with relevant team members to implement processes for an ongoing donor development programme for all income streams.</li> </ul> | <ul style="list-style-type: none"> <li>• All donations are processed correctly and accurately, within 48 hours of the donation being received</li> <li>• Data imports and exports performed correctly and on time</li> <li>• Raisers Edge content maintained to high standard</li> </ul> |

**2.**

### 3. Database Management – data integrity and maintenance

| Key Tasks  | Performance Indicators  |
|--|---|
| <ul style="list-style-type: none"> <li>• Regular cleansing, de-duping and updating to maintain data to a high degree of quality and campaign readiness</li> <li>• Maintain data standards, including adherence to all (MA and FINZ) best practice guidelines and the Privacy Act</li> <li>• Data encryption for file transfers of information</li> <li>• Ensuring best practice regarding data entry, record keeping, data cleansing, importing</li> <li>• Ensure the centralised database systems are used accurately and appropriately by staff. Oversee database administration</li> <li>• Assist setting up systems for the Events and Volunteer modules and Gifts in Kind</li> <li>• Ensure database manuals are up to date, accessible and accurate</li> <li>• Investigate and analyse audit data if required</li> <li>• Recommend, create and apply effective data management policies, governance policies and best practice</li> <li>• Provide systems expertise and information to assist all users to achieve required outcomes</li> <li>• Provide staff training in the use of database and tools for efficient data analysis, reporting, targets, campaign updates etc</li> </ul> | <ul style="list-style-type: none"> <li>• High degree of data quality, cleanliness, accuracy, privacy is maintained at all times</li> <li>• New systems for use are set-up and processes maintained</li> <li>• Database processes and policies written and maintained</li> <li>• Staff training on database use provided and support on ongoing use</li> </ul> |

### 3. Manage our relationships with corporate donors (<\$5K) – either financial or gift in kind donors to agreed annual targets

| Key Tasks  | Performance Indicators  |
|--|---|
| <ul style="list-style-type: none"> <li>• To develop, nurture and manage relationships with corporate donors giving \$5K or less as an integral part of the charity's overall fundraising programme</li> <li>• Monitor CSR/Corporate Responsibility issues in the media, and keep up to date with professional fundraising associations and media regarding fundraising tools and skills development</li> <li>• Track, analyse and report on fundraising results</li> <li>• Maximise corporate participation in gift in kind events and activities e.g. Brown Paper Bag winter appeal collection</li> <li>• Actively seek corporate sponsorship of Mission events, working closely with the Fundraising Manager</li> <li>• Record all key donor interactions on Fundraising Database – Raisers Edge</li> <li>• Manage and monitor the Payroll Giving income stream</li> </ul> | <ul style="list-style-type: none"> <li>• Annual income targets are met for all managed activities</li> <li>• High standard of donor management and stewardship delivered</li> <li>• Fundraising reports prepared on time</li> </ul> |

|  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Manage all elements of the delivery of corporate fundraising / marketing event</li> <li>• Support the Fundraising Manager in new business presentations and account management of strategic corporate partners</li> </ul> |  |
|--|--|

#### 4. Administrative support for the Fundraising & Marketing Manager

| Key Tasks   | Performance Indicators   |
|---|--|
| <ul style="list-style-type: none"> <li>• Support the Fundraising &amp; Marketing Manager with day-to-day tasks as assigned e.g. binding Board reports, filing etc.</li> <li>• Work together with other members in the Fundraising &amp; Marketing team to identify areas for collaboration and new supporter acquisition and to write annual strategy</li> <li>• Volunteer at Wellington City Mission events where required</li> <li>• Support interns/volunteers who may be employed from time to time to undertake key projects linked to your work</li> <li>• Undertake any other duties or projects that may be delegated by the Fundraising and Marketing Manager</li> </ul> | <ul style="list-style-type: none"> <li>• Support the Fundraising &amp; Marketing manager and fundraising team members to achieve their income targets</li> <li>• Volunteers/interns supported when necessary</li> <li>• All duties carried out with enthusiasm and excellence</li> </ul> |

#### Person Specification

##### Essential skills/Qualifications

- Computer literate, comfortable using Microsoft Office suite, excel and Raisers Edge (NXT)
- Strong organisational skills and the ability to work under pressure and to deadlines
- Strong attention to detail and high level of accuracy
- Excellent interpersonal and communication skills
- Ability to build relationships and work effectively across teams
- Interest in helping vulnerable people within our community
- Fundraising or supporter stewardship / customer service skills would be beneficial

##### Personal attributes

- Have a positive attitude
- A proactive personality with a 'can do' attitude
- Flexibility, adaptability and accepts responsibility
- Be able to think creatively and use initiative
- An ability to work autonomously but within guidelines
- Be able to maintain confidentiality
- Have a personal commitment to the Mission and Values of The Wellington City Mission
- Good multi-tasking and time management skills
- Ability to build relationships and work effectively across teams