



## Fundraising Officer

<b>Salary:</b>	£25,000 - £29,000 per annum
<b>Duration:</b>	Permanent
<b>Hours of Work:</b>	Full time (35-hour week)
<b>Terms and Conditions:</b>	6 months probationary period 25 days paid holiday per year Pension in line with auto enrolment
<b>Location:</b>	Westminster, London and remote (Hybrid working policy in place; due to the nature of the role, it is primarily office-based and we would expect the postholder to be in 3-5 days a week.)
<b>Reports to:</b>	Fundraising Manager

## Introduction to the National Churches Trust

We want to keep the UK's wonderful collection of church buildings well maintained, valued and in use. Working on the ground in all four nations, we support churches of all denominations. Our vision is to see open churches thriving at the heart of their communities.

### Our mission:

We Speak Up: churches are valued and supported  
We Build Up: churches are well maintained, adaptable and in good repair  
We Open Up: churches are sustainable, open and welcoming support

### Our values:

Being straightforward in responding to others' needs  
Providing support that makes a difference  
Joining forces to achieve greater impact  
Driving change that brings our vision closer

## Purpose of the role

We are looking for a skilled administrator who is passionate about stewarding supporters, so that they feel valued and connected to our mission. Working as part of a small fundraising team, your work will enable the charity to respond quickly and effectively to enquiries through your database management and internal communication skills.



The future of churches is our biggest heritage challenge. But we cannot tackle it alone – our Friends, donors and supporters are key. This is an exciting opportunity to help us be even more efficient and effective in our responses to these audiences, which will help us to keep churches open and in use.

### **Job description**

The Fundraising Officer is the first point of call for all enquiries and donations from our Friends, supporters and new donors. Reporting to the Fundraising Manager, you'll work to establish and maintain effective engagement with them, ensuring that they feel valued and appreciated.

Working with the Fundraising Manager, you will process and bank donations, including carrying out administration around Direct Debit donations, subscriptions and updating our CRM database, Donorfy. You will ensure people are properly thanked for their donations and ensure that all correspondence and donations are responded to efficiently and within agreed timeframes.

You will assist the Fundraising Manager in improving retention rates for Friends and donors and increasing our income from churches and businesses.

We run an exciting programme of online and in person events throughout the year to help retain our current Friends and acquire new supporters. You will assist the Head of Stakeholder Engagement with our events programme through planning, administration and marketing as needed.

Legacies are an important part of our fundraising. Working with the Head of Finance, you will be responsible for all aspects of legacy administration, including the calculation of legacy values and corresponding with solicitors, executors and other charity beneficiaries.

You will support the Fundraising Team in managing corporate giving to the charity. This includes helping with admin and communications and correspondence around the Specialist Skills Directory and sponsorship opportunities for businesses.

### **Key tasks:**

#### **Donation Administration**

- Ensure all donors are thanked within our three-day turnaround schedule, recording gift information accurately on Donorfy. Prepare weekly banking spreadsheets, pay cheque and cash donations into the bank and deal with the post and process charity vouchers.
- Prepare and issue Friends, Specialist Skills Directory and Cornerstone Club renewal notice mailings and process all subscriptions. Manage mailings of welcome packs in house and with external printers.

#### **Events**



- Assist colleagues with in-person and online events. This includes helping with logistics, processing payments, helping with event sponsorship and administration for events as needed.
- Be present at online and in person events as required or requested.

### **Legacies**

- Work with the Head of Finance on all aspects of legacy administration. This includes responding to executors, liaising with other beneficiaries and keeping records of Wills and all gifts bequeathed to the National Churches Trust.
- Assist the Head of Finance in the calculation of legacy values.
- Manage the administration of live legacies until distribution of funds.
- Assist the Fundraising Manager with our legacy marketing, including warm and cold appeals, mailings and advertisements.

### **Stewardship; Friends and Donor Retention**

- Provide excellent stewardship and customer service for all supporters. Assist in responding to all enquiries received by post, telephone, e-mail, online or in person.
- Monitor and take charge of our public email inbox, raising enquiries to relevant teams when beyond the scope of your knowledge.

### **Fundraising Communications**

- Using the brand guidelines, create and edit marketing collateral as requested or needed by the Fundraising or Communications Teams.
- Make small edits to the website to ensure the fundraising sections of the website are up-to-date and accurate.
- Manage the Specialist Skills Directory listings on the website, setting up new members and amending existing pages in line with our brand and house style, making sure the directory is kept up to date.
- Produce the internal weekly staff update, based on responses from the staff team, and send to staff, Trustees and our volunteer Grants Committee.

### **Fundraising and Charity-wide Support**

- Take minutes at Fundraising meetings when required and circulate to the team.
- Undertake such other duties as reasonably requested by the Head of Fundraising and Public Affairs, Fundraising Manager, and the Chief Executive.

### **Person Specification: skills, experience and behaviour**



This role is likely to appeal to someone who is interested in and skilled at administration and who has an interest in the heritage sector.

### **Essential criteria**

- A polite and warm telephone manner
- Strong organisational skills
- A keen eye for detail and good proofreading skills
- Technical proficiency with MS Office, Outlook, Teams, etc.
- Ability to work independently and as part of a team

### **Desirable criteria**

- Knowledge of historic churches
- Experience as a fundraising administrator
- Experience of working with stakeholders and managing feedback
- Willingness to travel across the UK for events
- An understanding of the opportunities and challenges of working for a small charity

**Key internal relationships:** Fundraising Manager, Head of Fundraising and Public Affairs, Communications and Public Affairs Officer, Head of Stakeholder Engagement, Head of Finance, Chief Executive

**Key external relationships:** Existing and new Friends, donors and supporters and solicitors and legacy executors.

### **Further information**

This is a full-time post, and the basic hours are 35 per week. It is based at the National Churches Trust's offices in Westminster and remotely (Hybrid working policy in place). Due to the nature of the role, it is primarily office-based and we would expect the postholder to be in 3-5 days a week.

There may be occasional travel elsewhere in the UK in order to assist with the events programme.

The National Churches Trust comprises of a small staff, and you should be prepared to work as part of the team to ensure the delivery of the organisation's operations of objectives.

As a member of staff, you will have access to our employee benefits programme, managed by HSF, which offers a health plan, access to counselling and legal support, and a discount programme for benefits such as gym membership and personal accident cover. You will also have access to free communications events, resources and mentors through our Charity Comms membership. The



National Churches Trust operates a personal pension scheme and pays 10% employer's contribution for all eligible employees. Other general terms and conditions are set out in the staff handbook, which is issued to all employees on appointment.

### **How to apply for the role**

To apply, please send a covering letter (max 2 sides) detailing your interest in the role and how you meet the requirements, together with a copy of your CV to

[rosalinde.debest@nationalchurchestrust.org](mailto:rosalinde.debest@nationalchurchestrust.org) **AND copy in** [ben.sims@nationalchurchestrust.org](mailto:ben.sims@nationalchurchestrust.org)

For an informal conversation about the role please contact our Head of Fundraising and Public Affairs, Ben Sims, at: [ben.sims@nationalchurchestrust.org](mailto:ben.sims@nationalchurchestrust.org)

**Closing date:** Monday 8 September at 5pm

**Interview:** Thursday 18 September in Westminster, London

**Thank you for your interest in the National Churches Trust and our mission to help churches stay open and in use. We look forward to hearing from you.**