



## Fundraising Officer

<b>Salary:</b>	£20,000 –£24,000 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 (when possible)
<b>Reports to:</b>	Senior Fundraising Officer and Head of Finance and Operations

### Introduction

The National Churches Trust (NCT) supports and promotes church buildings of historic, architectural and community value. We are the independent, UK-wide charity supporting churches, chapels and meeting houses of all Christian denominations. Our vision is that church buildings across the UK are well maintained, open for everyone, sustainable & valued.

Places of worship are an integral part of the UK's architectural heritage and play a vital part in building and sustaining local communities. Church buildings are valued for many reasons. Where one finds solace, another finds inspirational architecture. Some churches provide poignant family memories, while others are commended for their presence in the community and the work they do in bringing local people together.

Incredible work is done by volunteers up and down the country to preserve these buildings for future generations and ensure that they remain at the heart of their local community. The National Churches Trust is here to help them address the challenges and opportunities they face. The Trust, founded in 2007, is the successor to the Historic Churches Preservation Trust (HCPT), created in 1953.

Our aims are:

- to help **maintain** the UK's heritage of church buildings and to **enhance** their ability to serve local communities
- to **promote** the benefit to communities of church buildings and to **inspire** everyone to value and enjoy them.



The Trust's strategy for 2019 – 2023, Building Resilience, has two main goals: Sustaining church buildings and Inspiring Support for church buildings.

Our ExploreChurches website ([explorechurches.org](http://explorechurches.org)) provides a platform for all open and accessible places of worship, providing a one stop source of information and links for visitors to churches.

The Trust's website [www.nationalchurchestrust.org](http://www.nationalchurchestrust.org) provides more information about the organisation and its work.

### **Job description**

You will be the first point of call for all enquiries and donations from our Friends and supporters. Working with the Senior Fundraising Officer, your main duties will include thanking all donations, including the administration around direct debit donations and subscriptions, updating our database (Raiser's Edge 7) and ensuring that all correspondence and donations are responded to efficiently and within agreed timeframes.

You will need to work across our organisation, being able to respond to, or refer on queries from all contacts interested in our work. You will be our main 'front of house' team member, ensuring that phone calls and visitors to the office are responded to in a professional manner and that people quickly receive the information they require, ensuring efficient and exemplary customer care at all times. Duties will include receiving, opening and distributing our post, maintaining stock levels and ordering stationery.

You will support the Head of Finance and Operations with a range of financial processes and reporting tasks to ensure the Trust's income and expenditure are accounted for efficiently, accurately and on time.

This role presents an exciting opportunity to work as part of a small team in a well-established national charity, and gain experience across a range of administrative, financial and fundraising functions.

### **Key tasks:**

1. Be the first point of call in responding to all enquiries received by the Trust: by post, telephone, e-mail, online or in person.
2. Ensure all donations are thanked within our three-day turnaround schedule.
3. Provide excellent customer care to all our supporters, ensuring all queries are dealt with correctly and within an agreed timeframe.
4. Ensure our database, Raiser's Edge, and e-marketing platform, MailChimp, are kept up to date with accurate information.



5. Develop and administer the Professional Trades Directory
6. Organise hospitality as required
7. Prepare and record weekly banking spreadsheets and pay cheque donations into the bank
8. Reconcile the monthly credit card statements
9. Take minutes at Fundraising & Comms meetings and circulate to the team
10. Run monthly Friends renewal notice mailings
11. Import Direct Debit payments
12. Manage the office Petty Cash and post transactions to the correct nominal
13. Undertake such other duties as reasonably requested by the Head of Development, Head of Finance and Operations, Senior Fundraising Officer and Chief Executive

### **Person specification**

#### **Essential**

- Educated to degree level or with equivalent qualifications
- Excellent oral and written communication skills
- Excellent IT skills, including Microsoft Office
- Personable with the ability to get on with a broad range of internal and external contacts
- Excellent organisational and administrative skills, financial acumen, good attention to detail and accuracy with the ability to prioritise
- A calm, confident and professional manner
- Diplomatic, cooperative, energetic approach to work
- Ability to work to deadlines



- A self-starter able to work both on own initiative and also as part of a team

### **Desirable**

- Relevant fundraising or supporter services experience
- Working knowledge of Raiser's Edge or similar database
- Knowledge of Gift Aid and Direct Debit protocols
- Basic Knowledge of GDPR
- An interest in the work of the charity and/or heritage issues more generally

Enthusiasm for the work and strategy of the National Churches Trust is an important element of the job.

### **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 but may occasionally require travel elsewhere in the UK.

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

The basic salary is negotiable, depending on experience. The Trust operates a group personal pension scheme and pays 10% employer's contribution for all eligible employees.

The annual leave entitlement is 25 days, in addition to relevant national public holidays. Other general terms and conditions are set out in the staff handbook which is issued to all employees on appointment.

***For people who love church buildings***