



Together we can silence tinnitus

Fundraising & Events Administrator

Job description & person specification

Job Title:	Fundraising & Events Administrator
Reporting to:	Trusts and Foundations Manager
Hours:	Full time
Contract type:	Permanent
Salary:	£21,000 - £23,000, 35 hours per week
Location:	Tinnitus UK office in Sheffield

Job Purpose:

To provide administrative and operational support to the Fundraising Managers (Corporate, Major Donor/ Legacy/Individual Membership, Trusts & Foundations) and to the Head of Services by administering donor and supporter records and assisting with events and general operational duties.

Main Responsibilities

Fundraising General (65%)

- Organizing and maintaining membership and donation data in the CRM database (Donorfy)
- First point of contact for supporter enquiries (email/phone)
- Taking telephone donations when required
- Flagging contact/donations to relevant team members
- Printing and posting thank you letters for offline donors

Events – (20%)

- Monitor the events@ inbox
- Monitor event bookings and process invoices as required.
- Liaise with speakers, attendees and sponsors as appropriate.
 - o Annual Conference.
 - o Tinnitus Adviser Training
 - o European Tinnitus Course
 - o Online Tinnitus Workshop
 - o Tinnitus UK webinars 2024
- Ensure website and Eventbrite accurately reflect current and coming events are up to date including event details

General (10%)

- Monitor Tinnitus UK email info@ inbox responding to emails or directing to colleagues as necessary.
- Stationery and mailroom stock checks and replenishing of stock as required.
- Assist the Office Manager with office administration tasks.
- Work across the Tinnitus UK team and assist in all areas of work.
- Attend internal and external meetings, events and training.
- Assist the office manager with booking of meeting/conference venues for Trustee Board and other meetings/training days.
- Organise travel and accommodation as and when required.
- Undertake training (In-house and external) as required.
- Be flexible and carry out other associated duties that may arise, develop, or be assigned in line with the broad remit of the post.

Stewardship (5%)

- Providing a basic level of stewardship to event fundraisers – (thanking, providing publicity materials, passing stories to communications colleagues)
- Administering JustGiving and other fundraising platforms.

Person Specification

Qualifications

Essential

- Good basic education to GCSE standard or equivalent (GCSE grade c or equivalent in Maths and English).
- Entitled to live and work in the UK.

Desirable

- NVQ level 2/3 in administration or other secretarial qualification.

Experience

Essential

- Experience of database administration (CRM desirable)
- Fundraising admin and stewardship
- Events admin and support
- Handling phone, digital and postal enquiries

Desirable

- experience in an office environment providing administration support to multiple teams.

Knowledge and understanding

Essential

- Experience of using a number of different IT systems including Microsoft Office 365 – such as Outlook, Teams, Excel, Word & Powerpoint.

Desirable

- Experience of using client management databases such as Donorfy (full training provided)

Skills

- Excellent communication skills both oral and written.
- Recognise the confidentiality of some information and adhere to GDPR guidelines accordingly.
- Attention to detail.
- Excellent record keeping.
- Understanding of confidentiality and GDPR guidelines.
- Work effectively and efficiently under pressure.
- Problem solver with a 'can-do' approach

Personal characteristics

Essential

- Adaptable
- Purposeful and resourceful
- Excellent communication skills
- Flexible and team player
- Enthusiastic
- Ability to work on own initiative and prioritise workload.
- Commitment to anti-discriminatory practice and equal opportunities. An ability to apply awareness of diversity and inclusivity issues to all areas of work.

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www.tinnitus.org.uk



TinnitusUKcharity



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Tinnitus UK are committed to promoting diversity and equality in all aspects of its work. We strive to be an inclusive employer and encourage applications from under-represented groups such as Black, Asian and Minority Ethnic backgrounds, people who are LGBT, have a disability, learning difficulties or a long-term condition, with caring responsibilities and from less advantaged socioeconomic backgrounds.