

Raystede Centre for Animal Welfare



Job Description

Job Title:	Fundraising Team Coordinator
Responsible to:	Individual Giving Manager
Hours of work:	37.5 hours a week
Holidays:	24 days per year plus bank holidays
Probationary period:	Six months
Contract Type:	Permanent
Grade:	B
Location:	Animal Welfare Centre, Ringmer, near Lewes.

Background information

Raystede Centre for Animal Welfare was established as a charity in 1952. We now have a 43-acre site and care for over 2,000 animals yearly, rehoming 1,000 animals and providing sanctuary to even more. We are **one of the most diverse rescue centres in the UK** because we care for many species, including terrapins, rabbits, donkeys, chickens, cats, dogs and many more. Our services and activities include the Peaceways pet crematorium, our teams of veterinary and animal care staff, education & learning activities, and our commercial and visitor operations. Animals are at the heart of everything we do, but we could not care for them without our expert and dedicated staff and volunteers who look after the animals and help find new homes for owners who have had to give up their pets. Surrounded by lakes, trees and fields with a café, shops, parking, and many other benefits, Raystede is an uplifting and rewarding workplace.

The primary purpose of the role:

This role is a crucial position within the fundraising team working on-site. You will be liaising directly with supporters, from individual donors to high-profile corporate partnerships, facilitating relationships with colleagues in the fundraising team, and liaising with other Raystede staff. This post-holder works closely with fundraisers, providing support, including maintaining the fundraising database and sending out communications and packs. This is an on-site role with no possibility for remote/home working.

- Main point of contact for all fundraising enquiries (phone calls, emails, onsite visitors, online forms, lottery players, regular givers, event participants and community)
- Ensure that Raystede supporters and volunteers, both new, potential and existing, enjoy an excellent experience of the charity.
- Work closely with the fundraising team to update the database to support all fundraising activity.

Key Tasks

Communication and donor experience

- Manage the fundraising inbox and calendar, distributing emails to relevant fundraisers and teams or replying as appropriate.
- Field all incoming calls to the main Fundraising phone number, take messages and act or forward calls where appropriate to the relevant colleague.
- Collect and record in person donations and deliveries.

Admin and database

- Manage the booking out and purchase of fundraising resources (gazebos, pull-ups, tablecloths etc.). Keep track of all expenditures against the budget.
- Frank all outgoing post for the fundraising team and manage the top-up of the franking machine and the royal mail contract for pick-up times.
- Collect and distribute incoming post for the fundraising team, including securely storing cheques that cannot be processed on the day.
- Manage the fundraising outlook calendar, ensuring all onsite and offsite activities are recorded and updated.
- Schedule and book fundraising team meetings, take minutes and follow up on any action points with relevant team members.
- Capture and record supporter data accurately and comply with GDPR and data protection guidelines.

Customer Service

- As the first point of contact, you must be knowledgeable about our work and actively promote the cause.
- You will need to be able to answer a range of questions and direct the supporter to the relevant fundraiser where appropriate.
- You will gather feedback and escalate where needed, be able to handle difficult conversations and be sensitive and empathetic.
- Work closely with the Individual Giving Assistant to manage enquiries and booking for Sponsor and Friends Tours, providing admin support.
- Meet with supporters who want to donate or sign up for a regular gift (referral from Visitor Information).
- Be the first point of contact for any customer complaints. Log on relevant spreadsheets and forward to team members for escalation.

Other

- This post holder must keep current on Raystedes services, adoption and rehoming processes and current animal welfare needs.
- On occasions, supervise and support fundraising volunteers and ensure they feel thanked and valued at all times.
- Liaise with the Database Officer, Legacy Officer, Relationships Officer and other fundraising staff to ensure all activity is integrated.
- Ensure that Gift Aid is maximised on all donation income.

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Person Specification

Post Title: **Fundraising Team Coordinator**

	Essential	Desirable	Method of Assessment/ Source of Information
Education and Qualifications	<ul style="list-style-type: none"> • Good standard of education 		Application/ Interview
Knowledge and Experience	<ul style="list-style-type: none"> • Experience working in a target-based environment. • Experience in good record-keeping and administration. • Empathy for and knowledge of the issues regarding domestic animals in an animal welfare charity. 	<ul style="list-style-type: none"> • Experience in a fundraising charity. • Has used a database. • Experience working in the animal care sector. • knowledge of Sussex, Kent & Surrey, and the local communities. • Understanding of charity-related legislation and codes of practice. • Good knowledge of data protection. 	Application/ Interview
Key Skills and Abilities	<ul style="list-style-type: none"> • Good customer care skills. • Able to prioritise and work well under pressure. • Extreme attention to detail. • Team player. • Strong communication skills – verbal and written. • Good at building working relationships with colleagues. • Good IT skills, including CRM databases and MS Office applications. 	<ul style="list-style-type: none"> • Able to solve problems. 	Application Interview
Personal Attributes	<ul style="list-style-type: none"> • Personable, friendly and people-oriented. • Proactive and self-motivated with the ability to think creatively. • A positive outlook and a “can do” attitude. • Dedication, commitment and tenacity. • Empathy and understanding of the love for animals. • A commitment to equal opportunities and anti-discriminatory practice. 	<ul style="list-style-type: none"> • pet owner. 	Application Interview

Other	<ul style="list-style-type: none"> • Have a flexible approach to working hours. • Availability of vehicle for work use and possessing a current, clean driving licence. • Flexibility of circumstances and willingness to visit national and regional meeting venues. This may involve some overnight stays and occasional work in the evenings and weekends. 	Application Interview
<p>You should be aware of the confidential nature of some of the work at Raystede, which must not be divulged to any unauthorised person.</p>		