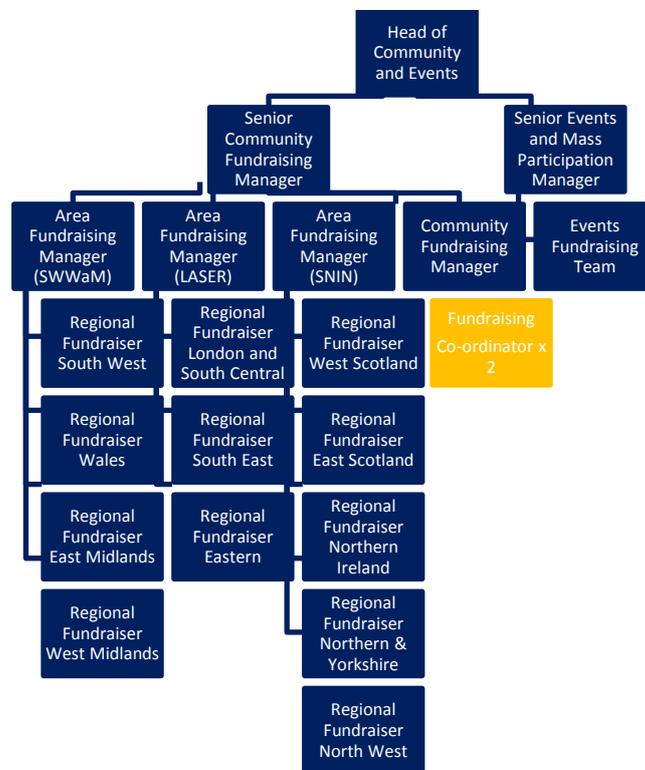


**Job Title: Fundraising Coordinator**

<b>DIRECTORATE:</b>	Engagement and Fundraising
<b>SECTION:</b>	Community and Events Fundraising
<b>REPORTING TO:</b>	Community Fundraising Manager
<b>CONTRACT:</b>	Permanent



**WORKING RELATIONSHIPS:**

<b>Inside Diabetes UK</b>
Fundraising Directorate, Supporter Care, Media, Volunteering, Finance, IT, Database Marketing, Research, Digital
<b>Outside Diabetes UK</b>
Diabetes UK supporters, Volunteers, Suppliers, Event Organisers

**OVERALL PURPOSE OF THE JOB**

- To be the first point of contact for all community fundraising supporters coming into Diabetes UK, providing excellent supporter care across different audiences.

- Supporting the community fundraising team to achieve overall targets by providing general administrative support as required and project work.

### **MAIN DUTIES AND RESPONSIBILITIES:**

- Triage supporters coming to Diabetes UK through all methods and media.
- Escalate high level supporters to the appropriate Regional Fundraiser and taking responsibility for all other supporters by providing excellent supporter stewardship to all community fundraising supporters through providing support with their fundraising activities, signposting to further information and materials, and providing ongoing encouragement.
- Record supporter information about their fundraising onto the database in a thorough manner. Proactively seek consent for further communications and ensure support details are up to date.
- Following an agreed supporter journey, steward supporters over the phone and via email. Think creatively about how to add value to the supporter journey, and meet each supporter's needs.
- Re-engage supporters who have completed fundraising events to provide a complete supporter journey.
- Identify areas where administrative processes and ways of working can be improved and made more efficient.
- Provide general administrative support to the community fundraising team.

### **PERSON SPECIFICATION:**

The best person for this job will be able to:

- Manage their own time and be highly organised
- Have good attention to detail
- Handle a busy workload, meet tight deadlines and prioritise effectively
- Build and maintain effective working relationships with internal and external partners.
- Have strong written and verbal communication skills using a variety of channels including, phone, e-mail, mail and face to face
- Have a commitment to customer care and relationship development
- Work as part of a team
- Excellent numeracy and literacy skills
- Have an understanding of diabetes and the issues surrounding the condition
- Maintain a positive, solution focussed attitude to work

The best person for this job will have experience in:

- Fundraising Administration or Customer Service
- Supporting a remote team
- Working with volunteers
- Working with a database

- Collaborative working across departments to achieve organisational goals
- Using a database
- Using Microsoft Office

The best person for this job will be:

- Educated to A-level or have equivalent experience
- Able to work out of office hours on a minimum of 15 occasions per year
- Have an understanding of and commitment to equal opportunities