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|  | **Job Description** | May 2024 |

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| **Role:** Fundraising Officer, Major Donor Administration | **Business** Audiences & Support |
| **Reports To:** Fundraising Manager | **Pay Band:** Grade 4 Lower, £30,995 - £34,111 pro-rata, per annum |
| **Location:** Hermiston Quay, Flexible/Hybrid options available | **Type of Contract:** Permanent, Full Time (40 Hours per week) |

**CONTEXT**

The National Trust for Scotland is an independent charity set up in 1931 for the preservation and conservation of natural and human heritage significant to Scotland and the world.

The Trust has gone on to become Scotland's largest membership organisation and a leader in conserving and promoting the nation's treasured places and collections so they can be enjoyed by present and future generations.

The Audiences and Support team exists to inspire visits to our places across Scotland, grow membership and drive donations to support our work.

**PURPOSE OF THE ROLE**

This role is responsible for carrying out wide ranging, day-to-day administrative tasks to ensure the efficient functioning of the Major Gifts team. They will also act as the first point of contact for High Net Worth Individuals (HNWIs), and therefore possess the necessary confidence and insightful attitude to ensure effective stewardship of current and prospective high value donors. It is a key role within a high performing fundraising team, helping to ensure the delivery of the Major Gifts strategy led by the Major Gifts Manager. Their high level of performance will facilitate and greatly contribute to the overall success of the Major Gifts team.

The postholder will work with colleagues across the Trust, fellow members of the Audiences and Support Directorate and with appointed agencies which provide outsourced support to the Major Gifts Fundraising function. Both collaboration with colleagues, and assimilation of information from multiple sources is required.

The role demands an individual with excellent communication skills both written and in-person, perceptive ability to respond to HNWIs, attention to detail, the ability to manage multiple tasks, ability to assimilate information, and a high level of competence with IT systems.

**KEY RESPONSIBILITIES**

Working within the Major Gifts team, you’ll;

1. Be the first point of contact for Major Gift fundraising enquiries and correspondence, and either respond direct, or field to colleagues as appropriate. As first point of contact your approach, tone and demeanour are critical to establishing positive relationships with key supporters.
2. Management of major gift fundraising email inboxes, ensuring responses are made efficiently and in a timely manner.
3. Ensure Major Gift pledges and received are correctly coded in the CRM, and the donor records updated, and next actions assigned as necessary for follow up.
4. Ensure donors are promptly thanked by preparing highly tailored letters on behalf of team members, maintaining the best standards of donor care.
5. Informing colleagues across the Trust when restricted donations are received.
6. Liaise with colleagues across the Trust to research activity for populating proposals, reports, letters, and general communications.
7. Assisting in the regular communications plan including monthly e-bulletins sent out to donors to keep them informed of our work
8. Assisting in the preparation and fulfilment of postal mailings to donors and prospects, which take place throughout the year
9. Liaising with suppliers as required to support delivery of our Major Gifts programme.
10. Assist in the streamlining of the database as required by the Major Gifts team and wider Fundraising team.
11. Working with the Major Gifts Manager, and fellow fundraising colleagues efficiently use the database to plan guest lists, record attendance, and manage responses and correspondence. Additional events administrative tasks may be required.
12. Working with the Major Gifts Manager, and with colleagues in the wider fundraising team to assist in developing and maintaining an excellent knowledge of high value donors and identifying new prospective supporters. Carrying out this activity, according to fundraising best practices.
13. Coordinate next steps and with support of the Manager and Executive utilise the CRM to assign actions that are required of Trust colleagues to ensure continuity, urgency, and deepen our relations with high value donors.
14. Working closely with Fundraising Operations use the Trust’s finance system to arrange payment of suppliers, and ensure the effective recording, and thanking of donations made to the Trust.
15. Lead on ensuring the Major Donor Team’s administration and correspondence is recorded in our CRM to ensure accurate records are kept, and effective donor journeys are delivered, while adhering to the Data Protection Act.
16. Assist in writing and recording correspondence to be sent to Major Donors, requiring accuracy and care in preparing. Communications may be in form of letters, written proposals or ebulletins.
17. Provide mutual administrative support to colleagues across the team to cover absences.
18. Maintain and enhance your personal knowledge, skills and networks to ensure best practice and excellent major donor development and care by playing an active role in the appropriate professional bodies and internal organisational groups.
19. Represent the charity at events as required.
20. Be flexible, with a willingness to work non-traditional hours and be available to travel in the UK.

**SCOPE OF THE ROLE**

**People Management**

* No line management responsibility
* You’ll work closely with other team members to ensure a co-ordinated and consistent approach to all fundraising activity
* Builds strong relationships across the Audiences and Support Directorate, and across the Trust

**External Relationships:**

* You’ll have frequent contact with donors, appointed agencies and suppliers as well as valued and potential supporters to our charity.
* As first point of contact your approach, tone and demeanour are critical to establishing positive relationships with key supporters. Your response, manner and attitude will have critical impact.

**SKILLS, EXPERIENCE & KNOWLEDGE**

The above outlines the key skills the job holder will need to possess and exercise. In addition, either knowledge of or experience in the following is required:

Essential

1. Knowledge of fundraising practice, data protection and the Fundraising Codes of Practice
2. Experience of fundraising
3. Experience of working in the charity sector
4. Significant previous administrative experience is required
5. Proven track record in delivering excellent customer/donor service
6. An assured, and perceptive communicator, both written and in-person, to be able to tailor responses with donors appropriately and effectively,
7. Insightful member of the team, with the ability to ascertain prospective leads and pass these on to the Major Gifts Manager as appropriate
8. Ability to deal with sensitive issues and queries with tact and absolute discretion
9. Ability to manage time efficiently, work to deadlines and balance immediate and long-term priorities
10. An eye for detail and accuracy, and a rigorous approach to process
11. Strong organisational skills and the ability to create and maintain working systems
12. A self-starter with an efficient and hard-working approach
13. Ability to assimilate information from multiple internal sources, and use this to inform their work in written communications such as proposals and reports
14. Highly proficient user of Microsoft Office products
15. Proficient user of CRM systems, reporting functionality, and ability to rationalise data to present to the Major Gifts Team
16. A lively interest in and understanding of the National Trust for Scotland, and a passionate belief in its mission

Desirable

1. Experience of carrying out administration around stewardship of HNWI

2. Sound financial acumen.

3. A relevant degree, professional qualification or equivalent experience

4. Events admin experience

5. A current driving licence for driving in the UK

**Applications**

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by Sunday 26th May 2024

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"