**JOB DESCRIPTION**

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| **Job Title:** | Fundraising Administration Internship |
| **Company:** | Self Help Africa  |
| **Department:** | Fundraising |
| **Contract Type:** | Fixed Term Contract, 4-6 months, to start ASAP – possibility to extend  |
| **Hours:** | 22.5 hours, 3 days a week – 9am to 5:30pm  |
| **Salary:** | £24,000 FTE. Pro-rata |
| **Location:** | Shrewsbury, United Kingdom – based in the office |
| **Reports to:** | Fundraising Manager UK |
| **Organisation overview:** | **About Self Help Africa** Self Help Africa is an international development organisation that works through agriculture and agri-enterprise development to end hunger and extreme poverty. The organisation has programmes in 15 countries in sub-Saharan Africa and also implements projects in Brazil and Bangladesh.In early 2023 we launched a new five-year organisation strategy, which definesshared mission as the alleviation of hunger, poverty, social inequality and theimpact of climate change through community-led, market-based and enterprise-focused approaches, so that people can have access to nutritious food, cleanwater, decent employment and incomes, while sustaining natural resources.Our wider organisation also includes social enterprise subsidiaries Partner Africa,which provides ethical auditing and consultancy services, TruTrade, an innovativetrading platform in East Africa, and CUMO, Malawi’s largest micro-finance provider.Our three core values are:▪ Impact: We are accountable, ambitious and committed to systemic change.▪ Innovation: We are agile, creative and enterprising in an ever-changing world.▪ Community: We are inclusive, honest and have integrity in our relationships. |
| **Job Purpose:** | To deliver excellent administrative support to the Fundraising team, volunteers and supporters within the UK, including the provision of high-quality donor care. Ensure accurate data input and support fundraising activities to maximise Self Help Africa’s income. |
| **Key Responsibilities:** | * To be the first point of contact for the Fundraising Department, answering the phones and meeting and greeting people who arrive to the office.
* Respond to enquiries from supporters, prospective supporters and volunteers including telephone, post and email responses to donations, queries and information requests.
* Correctly and efficiently process donations on Salesforce - these are received daily by post, online and via telephone.
* Ensure timely and appropriate acknowledgments, using both standard and bespoke correspondence.
* Bank cheques and cash and process credit card and CAF donations.
* Record and reconcile petty cash expenditure.
* Scan and upload credit card statements, receipts and invoices for payment by the Finance team.
* Create and maintain accurate records of supporters, contacts and income using the Salesforce database, paper systems and/or other systems as required.
* Oversee existing public collections and support the delivery of fundraising events - including volunteer co-ordination (please note, occasional evening and weekend working required).
* To adhere to administrative procedures to ensure the delivery of a high-quality service which is compliant with all relevant legislation, policies, regulations and guidelines.
* Manage fundraising equipment, to ensure always in full working order.
* Order office stationery and supplies.
* Co-ordinate general office maintenance when required.
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| **Key Relationships:** | **Internal*** UK Fundraising Manager (line-manager)
* Interim Fundraising Executive
* Fundraising Team in Ireland
* Volunteers

**External*** Self Help Africa supporters and donors
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| **Knowledge, Experience and Other Requirements:** | **Essential*** Experience in a customer-facing role.
* Enthusiastic and positive attitude; flexible and adaptable.
* Excellent keyboard and numeracy skills, with a high-level of accuracy.
* Excellent planning, administrative, organisational and time management skills to deliver and cope with a busy workload.
* Excellent written and verbal communication skills (English).
* High-level of computer literacy, specifically Microsoft Office
* Strong customer service and interpersonal skills.
* Commitment to Self Help Africa’s vision of an economically thriving and resilient rural Africa.

**Desirable** * Office/administration experience in a busy environment
* Working knowledge of marketing/relationship CRM databases such as Salesforce.
* A relevant qualification from a further educational institution.
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| **Competencies:** | * **Managing yourself:** Holds an awareness of own abilities and areas for development; adapts and uses abilities to work well with others and to help achieve objectives.
* **Communicating and working with others:** Uses the most appropriate channel to share information with others both inside and outside Self Help Africa; adapts the message to meet the communication needs of the audience.
* **Delivering results:** Systematically develops plans towards achieving Self Help Africa’s objectives and delivers on commitments; uses appropriate techniques to help achieve agreed objectives.
* **Planning and decision-making:** Systematically develop plans towards achieving Self Help Africa’s objectives and delivers on commitments; makes clear, informed and timely decisions appropriate to role, in the interests of Self Help Africa and those we work with.
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*All candidates offered a job with Self Help Africa will be expected to sign our Safeguarding Policies and Code of Conduct as an appendix to their contract of employment and agree to conduct themselves in accordance with the provisions of these documents. Specific roles may require Police/DBS/ [relevant police authority] vetting.*

**Self Help Africa strives to be an equal opportunities employer.**