**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Job Title:** | Fundraising and Administration Assistant |
| **Company:** | Gorta T/A Self Help Africa (SHA) |
| **Department:** | UK Fundraising |
| **Contract type:** | 1 year fixed term |
| **Hours:** | Full time, 37.5 hours per week |
| **Salary:**  | £25,500-£28,500 |
| **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. In 2021, Self Help Africa merged with United Purpose, doubling our size. The organisation works in 15 programme countries in Africa, Asia and Latin America and its 2023 budget is in excess of €50m.In early 2023 we launched a new five-year organisation strategy, which defines shared mission as the alleviation of hunger, poverty, social inequality and the impact of climate change through community-led, market-based and enterprise-focused approaches, so that people can have access to nutritious food, clean water, 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 innovative trading 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, database and financial support to the UK Fundraising team and 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:** | **Supporter Care:*** To be a first point of contact for the Fundraising Department, answering the phone and meeting and greeting people who arrive to the office.
* Respond to enquiries from supporters, prospective supporters and volunteers including telephone, e-mail, and post responses to donations, queries and information requests, maintaining excellent supporter relations.
* Ensure timely and appropriate acknowledgments, using both standard and bespoke correspondence.
* 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.

**Database Management:*** Create and maintain contact records on Salesforce, ensuring supporter information is kept up to date by recording changes to mailing preferences, gift aid eligibility and contact details etc.
* Database maintenance and housekeeping
* To adhere to administrative procedures to ensure the delivery of a high-quality service which is compliant with all relevant legislation, policies, regulations, guidelines and GDPR protocols.
* Provide admin support for Direct Mail letters and appeals, including the use of mail merge, when required.
* Assist with the ongoing stewardship of Regular Givers.

**Community Fundraising:*** Support with the recruitment and appropriate use of volunteers to support fundraising.
* Support the formation of volunteer fundraising groups.
* Support ongoing and new events within the UK, which may include occasional weekend and evening work.
* Support with the co-ordination and administration of public collections in the UK.
* Support in monitoring fundraising merchandise, and liaise with suppliers, for fundraising materials, including Christmas Cards.

**UK Finance Administration:** * Efficiently process and reconcile incoming donations, received daily by post, online and phone. Bank cheques and cash on a weekly basis, and process credit card and CAF donations.
* Record all donations to Salesforce, ensuring the accurate coding of income to the correct source and supporter.
* In conjunction with the Fundraising Campaigns Officer, produce monthly and quarterly reports demonstrating fundraising income received against budget, to inform the management team and support accurate forecasting.
* Regular Giving processing including preparation and submission of Direct Debit bank files monthly; standing order matching; and recurring credit card payments. Administer new Direct Debit instructions.
* Scan and upload credit card statements and invoices for payment by the Finance team.
* Record and reconcile petty cash expenditure.
* Use of Data-loader for bulk import of data - to insert, update or delete Salesforce records.
* Assist the Finance team in the reconciliation of all income received, responding to any queries.

**General Office Duties:** * Manage fundraising equipment, to ensure always in full working order.
* Order office stationery and supplies.
* Co-ordinate general office maintenance when required.
 |
| **Key Relationships:** | **Internal*** UK Fundraising Manager (interim line-manager)
* Fundraising Campaigns Officer
* Fundraising Campaigns Manager
* UK Volunteers
* Fundraising Team UK/Ireland
* Finance UK/Ireland
* Fundraising Database and Administration Officer UK/Ireland

**External*** Self Help Africa supporters and donors
 |
| **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.
 |
| **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.
 |

*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.**