

Donor Relations Officer (Regular giving)

Full time

Job Purpose

The role of the Donor Relations Officer is to provide front line support to individual donors, ensuring that the quality of donor experience is maximised in a way that is respectful and engaging and allows for long term relationships with the Trust to be formed.

Donor Relations Officer will also be part of a team that is responsible for processing data in an accurate and timely manner, ensuring that the organisation is compliant with all relevant legislation and regulations.

Main duties and responsibilities

Donations

- Provide an effective and fulfilling inward and outward donor experience to supporters relating to events, campaigns, donations, via telephone, postal and email.
- Ensure accurate and timely processing of donations from regular givers. Maintaining the supporter records and communications with all regular donors.
- Supporting the donor relations team on the accurate and timely processing of donations, maintenance of supporter records and communications with individual donors.
- Support the management of donation initiatives such as Gift Aid, Payroll Giving and pledges.
- Undertake regular data audits to ensure data protection compliance and donor preferences are up to date and accurate.
- Maintain strong relationship and communications with supporters and external suppliers to meet the current and changing needs of the organisation.

System

- Help maintain the WLT contact management database and web portal, ensuring accuracy of information.
- Help maintain all administration and processing systems within the Donor Relations Department.
- Support the implementation, maintenance and ongoing development of the donation systems.
- Liaise with suppliers of software, as required, supporting the processing of donations, including credit card payments where appropriate.

Fundraising

- Provide mailing and contact lists to other staff, as required.
- Support the management of individual fundraisers and potential fundraisers.
- Liaise with relevant members of the team to ensure compliance with statutory regulations in relation to Data Security, Payment Card Security, Gift Aid and fundraising material.
- Support the wider team to achieve organisational objectives and targets.
- Undertake talks/presentations to groups and individuals as required and assist with outreach events as and when required.

This job description is not definitive and you may be required to carry out additional or alternative work from time to time, as may be deemed necessary.