



Job Description

Job Title: **Fundraising administrative assistant (temporary)**
One day / 7 hours per week (may be spread across one, two or three days)

Reports to: **Fundraising officer**

Team: **Fundraising**

About Global Justice Now

Global Justice Now is a democratic social justice organisation working, as part of a global movement, to challenge the powerful and create a more just and equal world. We mobilise people in the UK for change, and act in solidarity with those fighting injustice, particularly in the global south.

It's central to our work that we act in solidarity with activists, civil society organisations and social movements in the global south. We have a history of campaigning with them on a range of issues, from opposing water privatisation to demanding a just solution to the climate crisis. We put pressure on decision-makers, organise public opposition to harmful policies, and produce robust research which shows there are alternatives to corporate-led globalisation.

Our main office is located near Oval in London, and we also have a small office in Edinburgh.

The management and coordination of supporter care at Global Justice Now sits across two teams – fundraising and resources.

Fundraising team

Global Justice Now's work is entirely funded by voluntary donations from individual supporters, charitable trusts and religious organisations. The fundraising team manages a broad range of activities to recruit and nurture individual supporters and to get grant funding. We have 12,500 active financial supporters, 7,500 of whom are members, as well as a growing list of e-subscribers who take online actions.

The fundraising team has five staff members: head of fundraising, two officers and two assistants.

Resources team

Global Justice Now's resources team is responsible for the key functions of finance, human resources, office management, information and communications technology, and our supporter database.

About the position

This is a temporary position to allow a member of the fundraising team to pursue an educational course. The course is expected to last a number of years.

The Fundraising administrative assistant provides administrative support to the fundraising team and the resources team. The focus of the post is on individual supporters and duties include dealing with their queries, data entry, processing donations, and the coordination and dispatch of communications to them.

The Fundraising administrative assistant works closely with the fundraising assistants on all aspects of supporter care. They also work closely with the data processing assistant in the resources team on data entry, processing of donations and financial report production.

The post holder is expected to work closely with both teams to ensure all aspects of care for our individual supporters run efficiently.

Specific responsibilities of the post

1 Supporter communication

Work with the data processing assistant and fundraising assistants to ensure the smooth running and delivery of all aspects of supporter care.

- Assist with responding to communications resulting from fundraising activities
- Respond to general enquiries from supporters (excluding campaign enquiries)
- Send out information packs to supporters (such as welcome packs and legacy packs)
- Send timely thank you letters to donors

2 Data entry and data management

The post holder will share responsibility for prompt and accurate data entry and data management, including:

- New supporter details
- Changes to existing supporter details
- Payments to Global Justice Now for subscriptions and donations
- Maintaining Gift Aid records in line with HMRC guidelines
- Other data (such as actions taken by supporters; questionnaire responses.)

All staff are responsible for ensuring compliance with the Data Protection Act

3 Other responsibilities

- Ensure accurate records are kept and filed according to requirements.
- Regularly monitor quality of data entry, undertaking necessary measures to correct errors and improve data quality.
- Share administrative tasks with other assistants.
- Other activities related to the objectives of the fundraising team, resources team and Global Justice Now as a whole may be required from time to time.

Fundraising administrative assistant – Person specification

We are looking for someone with the following attributes;

Experience

1. Experience of office administration or customer service work
2. Experience of data entry

Knowledge, Skills & Understanding

1. IT literacy - for example knowledge of Microsoft Office
2. Good numeracy
3. Good written and verbal communication skills
4. Good interpersonal skills and ability to work well in a team, with staff, supporters and volunteers

Personal Qualities

1. Commitment to accuracy, efficiency and high standards
2. Proactive approach to work
3. Can work with minimal supervision
4. Commitment to Global Justice Now's work
5. Ability to abide by Global Justice Now's Equal Opportunities Policy

Main conditions of service

This is a temporary position for up to five years.

Salary & Grade

Based on Global Justice Now salary scales, the starting salary for this position is at point 2 in the assistant range at £5,111pa (pro-rata to full-time £25,556 pa.)

Working week

7 hours per week. Hours will be agreed with your line manager, but may be spread across two or three days a week.

Annual leave

5 days a year (pro-rata to full-time 25 days a year) plus bank holidays pro-rata. The office is normally closed between Christmas and New Year.