

## Job Specification

**Job title:** FUNDRAISING OFFICER

**Hours:** Full time

**Salary:** £23,175

**Location:** Lancaster House, Harper Road, Sharston, M22 4RG

**Start date:** As soon as possible

## About the role

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We are seeking an enthusiastic and highly organised Fundraising Officer to join our Partnerships and Fundraising Team and play a key role in delivering an exceptional donor care journey. Working closely with the Fundraising Team Leader and the Head of Communications, you will support the implementation and ongoing development of our donor care plan, ensuring every supporter is valued, informed, and engaged, ultimately helping us grow the impact of our work. This role offers the opportunity to work in a fast-paced, collaborative team and develop your experience across donor stewardship, data management, and income administration.

## Main duties and responsibilities

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### Donor Stewardship & Communications

- Ensure all donors are thanked in a timely and appropriate manner.
- Refresh and update thank-you letter templates monthly.
- Maintain ongoing donor relationships through regular communication.
- Make donation follow-up calls and follow up on any cancellations.
- Deliver the New Regular Supporter Journey.
- Oversee the donor journey's initial 12-week plan (welcome pack, calls, follow-up emails).
- Support annual donor appreciation activities (e.g., Christmas cards, postcards).
- Lead special donor thanking for long-term supporters (5-year, 10-year, 15-year milestones).
- Identify trends in donor behaviour and flag opportunities for targeted stewardship.
- Assist with segmentation strategies for appeals and communications.

### Income Processing & Administration

- Record all income daily and pass records to the finance team.
- Identify and follow up on income errors; process one-off and regular gifts once resolved.
- Process Flow subscriptions
- Follow up on pledges and ensure accurate recording.
- Manage data gathering for Flow and Prayer Calendar mailings.
- Support Donor Campaigns
- Provide administrative or relationship support to community fundraisers and challenge-event participants.

### Data & CRM Management

- Maintain accurate data lists for Contacts, Responders, and Supporters.
- Support targeting of mailings, communications, and event invites based on engagement.
- Highlight potential major donors based on data insights.
- Provide Contact/Responder/Supporter Journeys data as needed.
- Contribute to developing and refining CRM processes for efficiency and data quality.

### **Reporting & Compliance**

- Complete and distribute impact and income reports for trusts and major donors.
- Ensure all donor data is managed in compliance with organisational and GDPR requirements.
- Support the development of basic donor insight reports (retention rates, average gift, churn risk).

### **Legacy & Planned Giving**

- Lead on all legacy work, including planning and administering Legacy Week.

### **General Tasks**

- Keeping up to date with the job list and report weekly to department Manager
- Any other related duties may from time to time be necessary, at the discretion of your line manager
- Enter fully into The Message Trust team life, including morning prayers, monthly prayer days, evening prayer meetings and events
- Must be prepared, on occasions, to work away from Manchester and work weekends

## **Person Specification**

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### **Essential:**

- Administrative experience, with the ability to manage tasks efficiently and accurately.
- Strong IT skills and competence in using a range of computer systems and software.
- Confidence in liaising with donors of all backgrounds, both over the phone and face to face.
- Confidence in handling cash and the ability to record and process financial information accurately.
- Ability to work collaboratively and build effective partnerships with colleagues and stakeholders.
- Strong written and verbal communication skills, including the ability to present information clearly and professionally.
- Ability to manage a large and varied workload, prioritising effectively to meet deadlines.
- A clear understanding of The Message's Mission, Vision, Ethos, and Values, and the ability to articulate your role within this framework.
- Ability to handle sensitive or confidential information with professionalism.

### **Desirable:**

- Experience working with CRM or donor management databases.
- Experience in a fundraising or charity environment.
- Understanding of donor stewardship principles and supporter journeys.
- Knowledge of GDPR and best practices for handling donor data.
- Experience delivering high quality customer service or supporter care.

## Notes

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All Message staff are set a personal fundraising target. We ask that the successful applicant has a minimum of **£75** per month of regular financial support before commencing employment, increasing to **£125** per month by the end of the three-month probation period and aims to add one supporter a month after that. Training and support will be given to help you achieve this. Staff are also expected to organise and take part in, at least one fundraising or other sponsored event annually.

This job description is not exhaustive and amendments and additions may be required in line with future organisational changes.

The successful candidate for this post will be asked to apply for a DBS check at Enhanced level and the content of that check could affect ability of the Message to extend the offer of employment.

Genuine Occupational Requirement (GOR): This post has been identified as having a GOR to be filled by a Christian under the provisions of the Employment Equality (Religion and Belief) Regulations 2003 Section 7.2.