

Fundraising & Marketing Support Administrator

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Fundraising & Marketing Support Administrator

Position in the organisation

Reports to the Fundraising and Marketing Support Team Officer

Member of our Supporter Experience team.

Part of our Income and Engagement directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

As Fundraising and Marketing Support Administrator you will deliver excellent support to Alzheimer's Society Fundraising and Marketing teams.

As a team we do this through centralised administrative support, complaint handling, answering queries, processing & thanking donations, maintaining accurate database records that reflect and enhance the customer experience, and ensuring the deliverance of excellent supporter care.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

- Handle all enquiries by telephone, letter, and email. Ensure that all enquiries, including feedback and complaints are handled within agreed standards.
- Process fundraising income (including cheques, direct debits, and gift aid) accurately onto our fundraising database within agreed timescales.
- Create or amend supporter records on the database in an accurate manner and within agreed standards.
- Work closely with colleagues in the Supporter Experience department to ensure all work enhances the supporter journey.
- Ensure all filing and paperwork storage is maintained to the highest standards for audit purposes and complies with the Records Retention and Disposal Schedule.
- Act as an innovation hub and assist other parts of the Fundraising and Marketing directorate with their administration and fulfilment of campaigns.
- Responsible for own workload in handling supporter queries/feedback, donation processing, and other administrative tasks.

- Responsible for complaint handling and resolution within a centralised complaint unit.
- Able to contribute to the development of Fundraising Support strategies, plans, policies, and procedures.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
The ability to complete administrative tasks to a good standard.	A/I
Good data inputting ability and general use of databases.	A/I
Experience of working in a supporter relations or customer service environment.	A/I
Ability to manage difficult conversations, gather information and find suitable solutions to enable complaint resolution.	A/I
Demonstrable experience in adhering to procedures and processes.	A/I
Ability to communicate effectively verbally, face to face, over the telephone and in writing.	A/I

Good interpersonal skills with the ability to build, develop and maintain key relationships.	A/I
Good understanding of the importance of financial processing.	A/I
Knowledge of Microsoft packages (including Outlook, Word, Excel, and Teams).	A/I
Working knowledge of Data Protection regulations.	A/I
Able to compose letters to supporters with a high level of accuracy.	A/I
Ability to plan, prioritise and work to deadlines under pressure.	A/I
Ability to problem solve and act on own initiative.	A/I

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A/I
Be a self-starter and incredibly motivated.	A/I
Excellent organisational and timekeeping skills.	A/I
Excellent attention to detail.	A/I
Non-judgemental communication	A/I
Commitment to and understanding of equal opportunities	A/I
Understanding of the inclusion agenda and its relevance within a diverse society	A/I

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave