

# Fundraising Administrator

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Service: Fundraising  
Responsible To: Head of Fundraising  
Salary: Point 6 – 10

## Job Purpose

To deliver outstanding support to the Percy Hedley Fundraising Team in all areas of administration, and provide excellent levels of supporter care

## Main Duties

- To manage and deliver all administrative tasks within the Fundraising Team, including donor communications, financial recording, stock control and record keeping.
- To maintain and update the Fundraising CRM database, Beacon, including entering and managing data, producing reports, and liaising with other database users across Percy Hedley.
- To be the first point of contact for the Fundraising Team, internally and externally, by telephone, post and social media.
- To manage incoming donations, including cash handling, banking and thanking donors in line with the Percy Hedley Fundraising Policy and Fundraising Regulator guidelines.
- Using the back end of external fundraising systems and platforms to manage income such as enthuse and justgiving
- To work closely with the Fundraising Team to plan and deliver the fundraising budget throughout the year, for example attending regular team meetings and contributing to planning sessions.
- Work with the Fundraising Team to deliver events such as the Percy Hedley Ball and the Great North Run, including marketing, administration and liaising with participants.
- To carry out regular and ad hoc research tasks on behalf of the Fundraising Team.
- To represent Percy Hedley at external events and activities as and when required.
- To assist in the supervision, scheduling and recruitment of Fundraising office volunteers

- Work closely with colleagues across Percy Hedley to ensure the needs of service users are at the heart of our work
- Any other reasonable duties as required by Percy Hedley



# Person Specification

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## Essential Criteria

### Skills and Knowledge

- Understanding of charity regulation and legislation
- Understanding of administration best practice within a busy working office

### Qualifications and Training

- High levels of literacy and numeracy
- General good standard of education

### Experience

- Demonstrable success in an administrative (or equivalent) role (paid or voluntary)
- Experience of working in a busy office environment
- Experience of working as part of a team to deliver objectives
- Experience of using a database

### Personal Qualities

- An understanding of, and empathy with the core values of The Percy Hedley Foundation
- A confident communicator, used to dealing with a wide range of people
- A 'can do' approach with a strong sense of personal responsibility

### Other Requirements

- Ability to work evenings and weekends as required by the role
- This is a hybrid role with office presence required at least 1 day per week for pro rata.

## Desirable Criteria

### Skills and Knowledge

- Experience of record keeping and financial procedures
- Understanding of marketing and PR
- Understanding of social media and website management
- Experience of working with the Institute of Fundraising, Charity Commission and the ICO

### Qualifications and Training

- Five GCSEs (Grade C or above) including Mathematics and English OR demonstrable literacy and numeracy

### Experience

- Experience of working or volunteering within a charity/fundraising environment
- Experience of using a fundraising CRM database
- Experience in financial systems/cash handling



# Organisational Standards

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The Percy Hedley Foundation operates in a demanding and often changing environment. Members of staff must be flexible, adaptable, willing to face up to changing circumstances and new opportunities. The following list of duties and responsibilities must therefore be taken as a guide and is not to be comprehensive.

## Professional Duties

- Participate in the review of the Foundations Policies, Procedures and Processes
- Participate in arrangements for the performance development review process
- Participate in arrangements for further training and professional development
- Keep up to date with changes or developments within your professional area
- Fully participate in the induction and training programme provided by the Percy Hedley Foundation
- Contribute to the professional development of other staff, including the induction of new staff.

## Equality and Diversity

- Promote equality of access to education, training, and employment opportunities for disabled people, and advocate a positive attitude
- Recognise that disabled people are individuals who have specific needs
- Employ support strategies that will empower disabled people
- Show awareness of knowledge and display non-discriminatory behaviours at all times in relation to culture, race, ethnicity, disability, gender, sexuality, and age
- Recognise the importance of inclusion by using appropriate means of communication at all times
- Be flexible, trying to meet the changing needs of both disabled people and environment.

## Discipline, Health and Safety

- Adhere to and promote Percy Hedley Foundation Health, Safety and Welfare policy at all times
- Purchase equipment from a recognised source
- Report all incidents and accidents to Health and Safety Officer
- Maintain a high standard of record keeping in line with Percy Hedley Foundation policies and procedures.

## Safeguarding

- Safeguarding is everyone's responsibility.
- Percy Hedley Foundation have adopted recruitment and selection procedures, and other Human Resource Management processes, that help deter, reject, or identify people who might abuse vulnerable children/adults, or are otherwise unsuited to work with them.
- The Trustees/Governing Body are committed to promoting the welfare of children and young people/adults and staff are expected to ensure that the highest priority is given to following guidance and regulations to safeguard those in our care.

## Confidentiality

- Respect confidentiality. All personal information about people using the foundations services to which you have access should be treated as confidential. Information about the people's needs, progress and assessment should only be shared with the team to aid support
- Remain objective and do not favour any gender, language or culture and comply with the Percy Hedley Foundation policy.

## About Us

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We are an ambitious, entrepreneurial, and innovative charitable business working in a person-centred way to meet the needs of people with disabilities and their families. We provide a range of high-quality services and seek out opportunities to inspire and support people with disabilities to achieve their ambitions. We believe that working together as one Foundation we achieve more than individual services would achieve alone. Our influence will be regional, national & international.



0191 238 1301



Hampeth Lodge  
Station Road  
Forest Hall  
NE12 8YY



recruitment@  
percyhedley.org.uk



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