

Donations Administrator



Job Description

Aims of the role

The Response Centre exists to strengthen relationships between supporters and Wycliffe Bible Translators UK and Ireland. The team does this by efficiently processing all donations received, both one-off and regular, and by serving individual donors through letters of acknowledgement, other mailings, emails and telephone calls.

The primary aim of this role is to provide administrative support to the Response Centre by accurately processing donations through the supporter database, updating and maintaining the database, and providing general office and administrative support where necessary.

Reporting Relationship: Response Centre Team Leader

Location

This role is located at the Wycliffe office at The Clare Charity Centre, Saunderton, near High Wycombe.

Working hours

This position can be a full-time position (37.5 hours a week) or a part-time position (no less than 22.5 hours a week). Normal office hours are 9 am – 5.30 pm, Monday to Friday.

Term of Appointment:

The appointment will be a permanent role and include a probationary period of six months.

Key Tasks

Working as part of the Response Centre team, and adhering to all departmental procedures, the Donations Administrator will:

- Update and maintain the supporter database, including mailing preferences, and changes of address
- Input and amend personal and financial records of donors on the database
- Process gifts through the supporter database including cash, cheque, direct debits, online giving, PayPal and charity vouchers
- Liaise with other departments to accurately acknowledge and receipt donations
- Respond to requests for publicity materials
- Respond in a prompt, friendly and efficient manner to email and phone enquiries, from supporters, churches and Wycliffe staff, liaising with other Wycliffe departments as appropriate

- Participate in team meetings, office prayer meetings, and wider staff meetings as appropriate

Person Specification

Skills and Experience

Essential

- IT literate, confident in using software packages such as Microsoft Office
- Excellent administrative skills, with attention to detail
- Excellent communication skills, both oral and written
- A high degree of personal organisation, with the ability to prioritise and multitask
- Ability to take appropriate initiative
- Ability to maintain confidentiality

Desirable

- Experience of working in a similar role
- Knowledge of Raisers Edge, Salesforce or similar software
- Personal experience of cross-cultural mission
- Problem-solving skills, with the ability to find creative solutions

Personal Qualities

- Fully committed to upholding Wycliffe's aims and values, and to cross-cultural mission
- Comfortable working in a Christian environment, where prayer is a regular part of office life
- Able to build good relationships within a small team

Further Information

Annual Leave

Full time employees are entitled to 33 days annual leave, to include Bank Holidays and the office closure at Christmas.

Salary

Starting salary £15,500 - £17,500 FTE, 37.5 hours per week.

Applicants must be EU citizens or hold a valid permanent work permit for the UK.