

## Job description

**Job title:** Fundraising Officer

**Team:** Fundraising

**Responsible to:** Head of Development

**Responsible for:** Occasional volunteers and placements

**Working base:** Avon Wildlife Trust Head Quarters currently 17 Great George Street, Bristol, BS1 5QT with all Avon Wildlife Trust owned or managed sites.

### Overall purpose of job

The Fundraising Officer plays a vital role in delivering an outstanding experience for our supporters and ensuring everyone who engages with the Trust feels valued, informed, and connected to our purpose to secure nature's recovery across Avon.

The role supports day-to-day fundraising activity, with a strong focus on supporter experience, but also covers community fundraising, small trusts, and corporate partnerships, and providing essential administrative and event support.

The postholder will be highly organised, people-focused, and committed to building positive, long-term relationships with supporters, partners, and stakeholders.

### Main responsibilities

#### Supporter stewardship (main focus)

- Act as a first point of contact for supporters, providing warm, professional, and timely responses via phone, email, and post.
- Process donations, memberships, appeals, gift aid declarations and supporter requests accurately and efficiently using the Trust's CRM system.
- Maintain high-quality supporter records, ensuring data accuracy and compliance with GDPR and fundraising regulations.
- Deliver excellent donor stewardship, including welcoming new supporters, thanking donors promptly, and supporting ongoing communications.
- Handle supporter feedback and queries sensitively, escalating issues when appropriate and ensuring positive resolutions.

### **Community Fundraising Support**

- Support people undertaking fundraising activities by preparing fundraising resources, packs, and materials.
- Assist with the administration, of community fundraising activities and maintain positive long-term relationships through regular contact and recognition.

### **Trusts and Grant Fundraising**

- Support research into small trusts and foundations that align with the Trust's objectives.
- Assist with drafting, submitting, and tracking applications and reports to small grant-making bodies.

### **Corporate Partnerships**

- Provide administrative and stewardship support for corporate partners.
- Assist with prospect research, partnership materials, and proposals.
- Support corporate supporters with acknowledgements, updates, and impact information.
- Support booking of corporate volunteering days, liaising with delivery teams as required.

### **Events and Engagement Administration**

- Provide administrative support for fundraising and engagement events for funders, corporate partners, members, and key stakeholders; including venue booking, invitations, guest lists, registrations, suppliers, materials, and follow-up communications.

### **General Fundraising and Team Support**

- Provide efficient administrative support to the fundraising team, including data entry, reporting, and file management.
- Support fundraising communications in collaboration with marketing and communications colleagues, including maintaining the Trust's profile in fundraising portals.
- Attend events and activities as required, representing the Trust professionally and positively.

## **Job specification**

### **Management and Supervision**

- No line management responsibility.
- May provide informal guidance to volunteers and community fundraisers in relation to their fundraising activities and supporter enquiries.

### **Accountability and Resources**

- Responsible for accurate administration of supporter records, donations, and fundraising data.
- Accountable for maintaining data quality, confidentiality, and compliance with GDPR and fundraising regulations.

### **Job Impact**

- Directly impacts supporter satisfaction, retention, and engagement through high-quality professional, friendly, and responsive communication.
- Contributes to fundraising income by supporting community fundraising, small trusts, and corporate partnerships.
- Supports effective delivery of funder events, stakeholder engagement, and the Members' AGM.

### **Independence and Judgement**

- Works within established procedures, using initiative to manage workload and supporter enquiries.
- Exercises judgement in responding to queries and escalating issues when appropriate.
- Handles sensitive information with discretion.

### **People and Contacts**

- Regular contact with members, supporters, community fundraisers, Trusts, and corporate partners.
- Occasional contact with external suppliers, venues, and stakeholders in relation to events and meetings.
- Works closely with colleagues across fundraising, finance, and communications.
- Represents the Trust professionally at events and meetings.

### **Creativity and Innovation**

- Encouraged to suggest improvements to supporter care processes, communications, and administrative systems.
- Contributes ideas to enhance supporter journeys, event experiences, and ways of recognising and thanking supporters.
- Supports the fundraising team by identifying opportunities to improve efficiency, engagement, and supporter satisfaction.

### **Working conditions**

- Generally office based, some regional travel will be expected.
- Optional home working by prior agreement with your line manager
- Occasional travel to other Avon Wildlife Trust sites within Avon.
- Occasional out of hours support for events.
- Occasional evening and weekend work as necessary (TOIL awarded)
- You will not be required to work outside of the UK.

## Person specification

### **E = essential criteria. D = desirable criteria**

Please note - we have robust safeguarding procedures in place. This post is subject to a successful enhanced DBS (Disclosure and Barring Service) check if applicable, and we will require two workplace references.

### Experience

- Working in a supporter care, customer service, administration, or charity fundraising environment (E).
- Handling enquiries and communicating with a wide range of people in a professional and empathetic manner (E).
- Processing data accurately, such as donations, memberships, bookings, or financial records (E).
- Using databases or CRM systems (or transferable experience from similar systems) (E).
- Supporting setting-up and running events (D).
- Working in accordance to fundraising regulation and compliance with GDPR legislation (D).
- Working in charity fundraising or membership support (D).

### Competence, knowledge and skills

- Clear and confident written and verbal communication skills.
- Strong ability to deliver consistent, high quality supporter care and administrative support.
- Excellent organisational skills with a high level of accuracy and attention to detail.
- Ability to prioritise tasks, manage competing demands, and meet deadlines.
- Ability to deal with confidential and sensitive data and comply with rigorous compliance policies and procedures.
- Ability to follow processes while using initiative to resolve routine issues appropriately.
- Understanding of the importance of good stewardship in building long term supporter relationships.
- Knowledge of, or ability to develop understanding of, data protection, confidentiality, and GDPR.
- Competent IT skills, including Microsoft Office and database use (or ability to learn quickly).

## Personal qualities

- Friendly, approachable, and supporter focused, with a genuine commitment to excellent service.
- Reliable, methodical, and conscientious in completing tasks to a high standard.
- Calm and patient when dealing with enquiries, problems, or sensitive situations.
- Proactive and adaptable, with a willingness to take on a range of tasks.
- Trustworthy and discreet when handling personal and financial information.
- Committed to our goal of developing an inclusive and diverse charity where everyone feels supported, valued, and able to be their full selves.
- A collaborative team player who values inclusive and respectful working relationships.
- An interest in wildlife and nature conservation and supportive of the aims of The Wildlife Trusts

## Our values:

### **We're determined**

Nature is facing huge challenges, but we have the skills, tenacity, and experience to help it recover and thrive.

### **We get things done**

Nature's recovery takes bold and decisive action. Our ability to work locally and at a landscape scale enables us to make an immediate and effective impact.

### **We're collaborative**

Nature connects us all. We work to bring like-minded people together, co-creating solutions that help nature and people flourish.