

## **JOB DESCRIPTION**



### **Donation Assistant**

#### **1. JOB DETAILS**

<b>Job Title:</b>	Donation Assistant
<b>Department:</b>	Marketing and Communications
<b>Location:</b>	Head Office
<b>Status:</b>	Permanent
<b>Hours:</b>	37.5 per week – Monday to Friday
<b>Reporting to:</b>	Database Manager
<b>Line Managing:</b>	N/A

#### **2. OVERALL PURPOSE**

To process donations to the Charity and Trading Accounts

To assist the Database Manager and Officer in maintenance of supporter records and fundraising database.

#### **3. KEY RESPONSIBILITIES**

- Processing all donations that come into the charity through the bank or online, liaising with other members of the fundraising team and accounts department in relation to this.
- Processing all Trading Arm payments, liaising with other members of the fundraising team and accounts department in relation to this.
- Run daily exports of gifts input for the accounts department and take the lead in the completion of month end.
- Assist in any problems relating to our online donation system, liaising with supporters and our Digital Team as necessary.
- Maintain records relating to individual donors, including creating new records and updating existing records using the fundraising database, Raiser's Edge.
- Assist the Database Manager and Officer in maintaining the fundraising database (Raiser's Edge) ensuring all data and data management processes are in keeping with current Data Protection legislation and Combat Stress Data Policies.

- Assist the Fundraising, Marketing and Communications teams in the setting up of processes for the use of new platforms and new methods of fundraising.
- Assist, where necessary, other team members including but not limited to the Supporter Engagement Officer and Senior Individual Giving Officer to ensure all income is recorded & supporter records updated accurately and in a timely fashion.
- Assist the Database Officer in some ETL processes and reporting
- Contribute to the smooth running of both the Marketing & Communications and Fundraising Departments by active participation in shared administrative duties i.e. post, phone rotas, meetings etc.

#### **4. KEY WORKING RELATIONSHIPS**

- Marketing and Communications team members
- Fundraising team members
- Accounts Department
- External agencies as appropriate
- Individual donors.

#### **5. RISK MANAGEMENT**

As an employee of Combat Stress you are required to be risk aware, readily able to identify risks faced by you and by the charity in the course of your day-to-day employment. Where a new risk is identified it is to be reported through your line manager.

We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.

Signature – Job Holder

Date

Signature – Director of Marketing & Communications Date

**Reviewed: May 2023**

**Next Review Date: May 2024**