

# Job Description

**Job Title:** Communications and Fundraising Administrator

**Reports to:** Head of Voluntary Income

**Place of work:** 133, High Street, Billericay, Essex, CM12 9AB

**Hours of work:** Full time 37 hours per week preferred with some flexibility available. Would consider a job share.

## Main purpose:

This role is a key position that provides effective administrative and communications support to the Marketing & Fundraising Team.

The work is varied and is fully detailed in the Schedule.

## Person Specification

The post requires someone who can manage a high degree of responsibility and who is confident working independently and creatively. You must have excellent organisational skills and be proficient at managing your time and priorities effectively.

The BCCS fundraising team delivers various events and campaigns throughout the year. In this role, there is a requirement for occasional evening and weekend work to support the team.

Attributes	Essential	Desirable
Fully computer literate with excellent PC skills including word processing and spreadsheets.	✓	
Excellent written and verbal communication skills.	✓	
Team player.	✓	
Professional and friendly approach to supporters and volunteers.	✓	
Ability to self-organise, prioritise and meet deadlines.	✓	
Ability to work under pressure while paying attention to accuracy and detail.	✓	
Experience of working within the voluntary sector.		✓
Empathetic to the aims and values of BCCS.	✓	

## Schedule

RESPONSIBILITIES	DESCRIPTION	ROLE
<b>ADMINISTRATION</b>		
IT Data Management	Maintaining and updating the Salesforce CRM, ensuring data accuracy, and generating reports.	✓
Donor Support	Managing and processing donor payments and ensuring proper documentation.	✓
Record-Keeping	Preparing donor acknowledgment letters, emails, and general correspondence.	✓
Scheduling	Managing team calendars, scheduling meetings, and coordinating appointments.	✓
Inventory Management	Monitoring and ordering office supplies and materials required for events and campaigns.	✓
Postal matters	Deal with posting of letters and packages.	✓
Team support	Routine admin support on fundraising and communication matters.	✓
<b>HR &amp; TEAM MANAGEMENT</b>		
Team Engagement	Planning and supporting team-building exercises and activities to boost morale e.g., once every 8 weeks a short topic of interest in weekly meetings.	✓
<b>FUNDRAISING</b>		
Donor Engagement and Stewardship	Building relationships with donors, thanking them, and providing updates on donation impact.	✓
Event & Campaign Supervision and Accountability.	Assessing viability and suitability of new initiatives and allocating responsibility to the team for delivery.	✓
Event planning and Management	Generating ideas organising and managing events like charity balls, craft shows and community challenges.	✓
Regular Giving Management 'Special friends'	Maintain the monthly giving programs, analyse and report on drops offs. Ensure structured communications with regular donors.	✓
BCCS Christmas Cards	Create and manage the workflow to ensure stock, recording of orders and packing, posting and delivery.	✓
<b>COMMUNICATIONS</b>		
Public Relations and Media Outreach	Writing press releases and securing media coverage; building media relationships.	✓
Social Media Management	Creating and scheduling content, engaging with followers, and responding to comments.	✓
Content Creation	Writing newsletters, blog posts, and producing multimedia content to share impact stories.	✓
Campaign Messaging and Branding	Developing consistent messaging and aligning communications with the charity's brand.	✓
Website Management	Updating the website, managing online donation portals, and optimising user experience.	✓
Email Marketing	Crafting newsletters and donor appeals.	✓
Internal Communications	Informing staff and volunteers with updates and creating engaging and interesting materials.	✓

Crisis Communication	Assisting the Director with preparations for crisis management and public response.	✓
Design and Production	Designing promotional materials and overseeing printed content production including fundraising packs.	✓
BCCS newsletter	Manage the distribution list, content requests and publication of our supporter Newsletter.	✓

Key:

✓	Leading Role
✓	Support Role