



JOB DESCRIPTION | Donations Officer | MUNTADA AID

Job title:	Donations Officer		
Department	Donations Department	Location:	- Hainault, IG6
Responsible to:	Donations Manager	Responsible for:	- N/A

1. The Role

To provide administrative and strategic development to aid the process of donor care management. The post holder will be expected to establish a framework of operations, standards and processes that facilitate a streamline process of taking donations. This will be from taking a donation through various methods to processing and reporting the donation. The aim is to aid the Fundraising department in maintaining donors, nurturing the donor's ongoing support, building trust and rapport. Also, giving constant feedback to fundraisers on how effective campaigns and events are through effective reporting.

Note: Must be flexible with willingness to work weekends, evenings and during campaign periods, with due Lieu-time provisions granted.

2. Main tasks ¹

- Develop and maintain all administration and processing systems and policies within the Donations Department. This is a key area of focus for Muntada Aid
- To continually identify new ways of improving the donor relationship
- To manage and maintain the accuracy of the in-house donations system
- To develop and maintain a system for retrieving pledges
- To supervise volunteers in carrying out the work of the department as and when needed
- To write letters to donors as and when required
- To assist with the management of the day-to-day running of the department's work
- To be the first point of contact for all fundraising/ donation enquiries to Muntada Aid
- Maintaining electronic and paper filing systems for all donors
- Maintaining all fundraising records
- Supporting the Donations Manager in preparing update reports for all donors as required
- To work with the Fundraising team to communicate appropriately with donors, supporters and volunteers including the contributing to and the facilitation of mailings, newsletters and on-line fundraising news.
- To maintain confidentiality in line with organisational policy in relation to service users, staff and donor sensitive information.
- Processing all donations
- To ensure smooth running of the pledge donation procedure as set out by the department



- To process, record and maintain all pledge donations received from events via electronic and paper filing systems for all donors
- To aid in development, upkeep and review administrative systems to achieve maximum efficiency across the team, including document storage
- To overlook all responsibilities of the donation process
- To represent Muntada Aid in a professional and appropriate manner at all times
- To ensure that all processes relating to incoming donations (telephone, web, cheque & cash donations) are in line with Muntada Aid procedures
- To ensure donation initiatives such as Gift Aid, Payroll Giving and event pledges are implemented and processed accurately
- To identify donation trends on a regular basis and inform management of these trends
- To support the Muntada Aid with all collections and to ensure that agreements are in place, money is counted and banked accurately and all correspondence is sent.
- Supporting to the Fundraising activities during busy campaign periods
- To nurture relationships with fundraisers/donors and go the extra mile when engaging with them.
- Greet and connect with fundraisers warmly over the phone (primary communication avenue) ensuring good customer service is displayed
- Ability to use positive language and display an optimistic attitude with donors/fundraisers
- To maintain confidentiality in line with organisational policy in relation to service users, staff and donor sensitive information.
- To assist the donation manager with the implementation of the annual plan.
- To provide regular reports to senior team for a comprehensive analysis of pledge donations and data



PERSON SPECIFICATION | Donations Officer | MUNTADA AID

1.	Qualifications and Training	
a.	Qualified to a UK A-Level standard or equivalent	Essential
b.	Qualified to a minimum of a UK Graduate Degree or equivalent in Business Administration	Desirable
2.	Skills and Experience	
a.	Experience in the charity sector	Essential
b.	Excellent administrative, organisational and presentation skills	Essential
c.	Experience of working in call centre	Desirable
d.	Demonstrated experience in setting up policies/procedures/systems for a charity to streamline donations from donors	Essential
e.	Experience in interpreting and producing financial reports from various donation portals	Essential
f.	Experience in Gift Aid application from HMRC	Essential
g.	Experience of processing a credit card, cash, cheque and web donations	Desirable
h.	Experience of donor/customer relationship management	Essential
i.	Experience of using various donor care managements systems	Essential
j.	Experience in data entry	Essential
k.	Experience in providing customer service over the phone	Essential
l.	Experience of working in a humanitarian support organisation.	Desirable
m.	Experience in Telesales or Telemarketing	Desirable
n.	Excellent written and oral communication	Essential
o.	Good in using Microsoft Word and Excel	Essential
p.	Good communication and interpersonal skills	Essential
q.	Excellent time management skills	Essential
r.	Good in generating reports and report writing skills	Desirable
s.	Ability to establish good internal and external working relations	Essential
t.	Confidence to represent the charity at fundraising events and on other occasions	Desirable
3.	Knowledge and understanding	
a.	Knowledge of office systems and practices	Essential
b.	Knowledge of the charity sector	Essential
c.	Knowledge of the UK Islamic community and sensitivities	Essential



	Knowledge of Donor trends and preferences	Essential
	Knowledge of the Humanitarian charity sector	Essential
	good knowledge and understanding of Gift Aid	Essential
	Awareness of Charities Act, Data Protection Act and good practice in relation to fundraising	Desirable
	Knowledge of Charity commission and HMRC codes of practice relating to Donor Care Management Systems	Desirable
4.	Ability	
a.	Ability to work effectively within a diverse team environment	Essential
b.	Ability to communicate clearly, effectively and professionally with all stakeholders	Essential
c.	Ability to remain patient and courteous with customers in difficult situations	Essential
d.	Ability to work independently, prioritise workload and work on own initiative	Essential
e.	Ability to work under pressure to agreed deadlines and adapt to change	
f.	Ability to work in methodical manner	Essential
5.	Commitment	
a.	Commitment to Muntada Aid's vision, mission and faith inspired values, upholding the highest standards in conduct	Essential
b.	Has a learning attitude and a continuous improvement philosophy.	Essential
c.	Committed to work in a manner which always considers the organisations long term visions whilst maintaining an overview of its immediate situation and needs.	Essential
d.	Commitment to Muntada Aid's ethos	Essential
e.	Hard working and self-motivated	Essential
a.	Friendly and optimistic personality	Essential

How to Apply

Please apply before the closing date by sending your CV and covering letter via email to hr@muntadaaid.org

Note: if you do not hear back from us within 4 weeks please assume that your application has not been successful.

¹ Employee duties are not limited only to the above-mentioned accountabilities; the successful candidate may perform other duties as assigned, relative to the specified discipline.