

<b>Job Title:</b>	Supporter Care and Fundraising Officer
<b>Location:</b>	Selly Oak, Birmingham
<b>Reporting to:</b>	CEO
<b>Salary:</b>	£20,000, pro rata
<b>Hours:</b>	22.5 hours per week
<b>Contract:</b>	Permanent, 6 month probationary period
<b>Other benefits:</b>	Generous annual leave (27 days with one day added for every year of service to maximum of 30 days. Pro rata for part time workers) and 10% pension contribution.

## About Us

*“I never thought my suffering would end. With the extraordinary treatment I received at this hospital I regained my life. I would like to thank those people who support the hospital to do such life-changing work.”*

Sekina, Ethiopia

Hamlin Fistula UK is a charity dedicated to the treatment and prevention of childbirth injuries in Ethiopia. We believe in a world without maternal death, birth injuries or obstetric fistula and support Hamlin Fistula Ethiopia to work towards this vision.

Obstetric fistula is treatable through surgery and preventable by giving women access to professional midwifery care. Hamlin Fistula Ethiopia operates six hospitals, a rehabilitation centre and midwifery training college and over 60 years has successfully treated over 60,000 women; restoring health, happiness and livelihoods to some of the most marginalised women in the world.

## Role Description

In the UK we are a small charity with ambitious plans for growth, to enable us to increase the funding we provide to Hamlin Fistula Ethiopia and reach more women in need across Ethiopia. To help us accomplish this we are looking for a Supporter Care and Fundraising Officer who will provide excellent service to our donors and a high level of fundraising and administrative support across the organisation.

As a small team the postholder will work closely with the CEO and Head of Philanthropy and Partnerships. This role would suit an organised and motivated individual who enjoys interacting with supporters and getting stuck in to new challenges. This is an exciting time to join a growing charity and there will be opportunities for growth and development in this role, with the chance to work across a range of fundraising disciplines.

## Key tasks and responsibilities

### Supporter care

- To be the first point of contact for the charity responding to supporter enquiries by phone, email and letter in a professional and timely manner
- Accurately record supporter information on our database (Donorfy) including communication with supporters
- Thank donors in a timely manner, keep thank you letter content up to date and tailor to specific supporters where required
- Manage our blanket donation scheme including communicating with knitters, managing stock and processing blankets ready for shipping to Ethiopia
- Fulfil supporter requests for fundraising materials

### Fundraising support

- Support community fundraising volunteers and groups
- Develop relationships with supporters to help raise funds and generate further support and recognise new fundraising opportunities
- Support the delivery of fundraising appeals and events
- Assist with the implementation of our individual giving programme
- Support the Head of Philanthropy and Partnerships with administration of grants and send out small trust applications when requested
- Keep up to date with the work of the charity and communicate this to supporters in a compelling manner

### Administration

- Process post received at our offices and respond appropriately
- Accurately process donations from all sources including cheques, online donations and donations from third parties including CAF and Justgiving
- Take responsibility for ensuring accurate records are maintained on the fundraising database including setting up new records, updating contact details, Gift Aid declarations, communication preferences etc
- Assist the CEO with monthly donation reconciliation between Donorfy and accounting system
- Assist with processing of data related to fundraising appeals

### Other

- To undertake all such reasonable other duties as may be required as part of the role.
- Work in compliance with Fundraising Regulator's Code of Practice and data protection legislation
- Occasional work outside regular office hours and weekends

## Person Specification

### Essential

- Experience of working in a fundraising or sales/customer service environment
- Excellent written and oral communications skills, ability to communicate with people at all levels
- Proven ability to manage a busy workload and prioritise tasks
- Excellent attention to detail and accurate record keeping
- IT literate in Microsoft Office in particular Excel and Word
- Able to work independently and in a team, flexible when required
- Willing to work outside office hours and at weekends if necessary
- Understanding of and commitment to the aims of Hamlin Fistula UK

### Desirable

- Experience of working with CRM systems/databases
- Experience of working in a charity environment
- Experience of or interest in international development sector
- Knowledge and understanding of data protection laws and compliance

### How to apply

Please apply online, via our page on [CharityJob.co.uk](https://www.charityjob.co.uk/jobs/hamlin-fistula-uk/supporter-care-and-fundraising-officer/880129?tsId=8), [www.charityjob.co.uk/jobs/hamlin-fistula-uk/supporter-care-and-fundraising-officer/880129?tsId=8](https://www.charityjob.co.uk/jobs/hamlin-fistula-uk/supporter-care-and-fundraising-officer/880129?tsId=8), sending us:

- a letter of no more than two sides of A4 telling us why you think you are suited for the post
- a full CV
- the details of two referees covering your last two years of work, at least.

Closing date: 30 January 2023

Interview date: 10 February 2023, Selly Oak, Birmingham

If you have not heard from us by 4 February please assume your application has been unsuccessful.

Open to UK residents with right to work in UK.

We positively encourage applications from suitably experienced candidates regardless of sex, race, disability, age, sexual orientation, gender identity, religion or belief, marital status, or pregnancy and maternity.