

Fundraising and Communications Coordinator

For making life possible

DOGS
FOR
GOOD

The Frances Hay Centre,
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Fundraising and Communications Coordinator

Reports to: Fundraising Operations Officer

The Fundraising and Communications Coordinator is responsible for customer service, administration and engagement activities across a busy Fundraising and Communications department.

Key responsibilities

Customer service:

- Manage the day-to-day administration of the departments' inbound / outbound customer service, including inbox management, entering donations received by post onto the charity's Customer Relationship Management platform (Dynamics 365) and ensuring contact information, communication preferences and Gift Aid declarations are up-to-date.
- Triage emails from the Events and Supporter Care inboxes, ensuring they are directed to the correct staff member where required and that emails requiring urgent responses are prioritised.
- Ensure 'thanking' processes are followed and that donors receive a timely acknowledgement of their support.

Donation management:

- Contact donors when payments have failed on our regular giving payment platforms to collect new card information or set up a new Direct Debit.
- Amend contact, card and Direct Debit information as per supporter requests using our payment platforms and Dynamics 365.
- Process donations and new Sponsor A Puppy supporters over the phone as required.



- Assist the Fundraising Operations Officer with income reconciliation, including downloading reports from our payment portals; liaising with finance colleagues to identify unknown payments in an efficient and timely manner and record keeping in Sharepoint.
- Provide annual leave cover for the Fundraising Operations Officer, including running required data imports and associated tasks in the CRM during their absence.

Events:

- Support the delivery of events that build relationships with the charity, including our regular Engagement Mornings and bespoke visits to the Frances Hay Centre.
- Coordinate external events, including our annual presence at Crufts and high-value donor events, such as our Gala Dinner.
- Manage relationships with internal facilities colleagues and external suppliers to coordinate logistics.
- Use Dynamics 365 to manage guest lists, RSVP's, dietary and access requirements.

Administration:

- Process and administer volunteer fundraiser applications.
- Oversee stock control and the annual stock take for charity merchandise, Christmas cards and volunteer toolkit items.
- Liaise with printers and external suppliers to ensure stock and point of sale collateral is readily available to the team and our volunteer colleagues.
- Raise Purchase Orders for the department via the charity's procurement management system, ApprovalMax.
- Maintain up-to-date knowledge on General Data Protection Regulations and the Fundraising Regulator.
- Provide coordination support to the Department as required, such as, organising meetings and catering, and representing Dogs for Good in a professional and personable manner.



Selection criteria

Essential:

- Proven ability to deliver a high standard of customer service in a busy environment
- Strong interpersonal skills and the ability to communicate effectively with a wide range of stakeholders.
- Understanding and aptitude for working with a database/CRM system
- Awareness of Data Protection legislation and its application within a fundraising environment
- Experience of working with Microsoft Office packages such as Outlook, Teams, Excel and Word
- Excellent time management and organisational skills with a methodical and accurate approach
- The ability to prioritise multiple tasks in order to meet deadlines.
- Ability to manage relationships with external agencies and design, print and production
- Enthusiastic and able to inspire people to support the charity.
- A strong team player with a demonstrable ability to work unsupervised and with a high level of initiative.

Desirable:

- Experience of using stock control systems.
- Experience of fundraising and/or working with volunteers
- Experience of organising events

Other requirements

1. This role is not eligible for remote working and the postholder will be required to be on site at our centre in Banbury five days a week – with flexible working patterns possible..
2. Driving the charity's vehicles may be part of the job (i.e. to attend events), so a full driving licence is preferred but, where applicable, we will work with the chosen candidate to find alternative solutions where reasonable adjustments are required.
3. Must be willing to work occasional evenings and weekends as needed for the role.
4. You are expected to have a good understanding of safeguarding issues and how they should be applied to the work of the Charity.
5. Must be sympathetic to the aims and objectives of the charity.
6. You will be required to have a criminal record check carried out by the Disclosure & Barring Service (DBS) when you first join the charity and every four years thereafter.

