

## Job description

<b>Title:</b>	Senior Fundraising Operations Officer
<b>Organisation:</b>	Bliss, the premature and sick baby charity
<b>Location:</b>	Bliss' head office, London SE1
<b>Salary:</b>	c.£30,000
<b>Terms:</b>	35 hours per week

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### Role description

#### Main purpose of the role

- To manage the inflow of fundraising data into the CRM database, taking overall responsibility for the quality of fundraising data and the smooth running of fundraising data processes.
- To manage the supporter care and fulfilment needs of the fundraising department, ensuring that all enquiries are responded to in a timely manner
- To liaise with the Senior Finance & Data Officer and our CRM and fulfilment suppliers to design and implement new processes which drive efficiencies across our fundraising operations

#### About the team and department

The Fundraising Operations team has been newly created to support the smooth running of supporter care and fundraising data management. Reporting directly to the Head of Fundraising & Communications, this team comprises one Senior Officer and two part-time Fundraising Assistants, and is responsible for all fundraising operations across the fundraising department.

#### Reporting structure

Reporting to the Head of Fundraising & Communications, this post manages two part time Fundraising Assistants.

#### About Bliss

Bliss is the UK charity for premature and sick babies. Our vision is that every baby born premature or sick in the UK has the best chance of survival and quality of life. We champion the rights of every baby born premature or sick to receive the best care. We achieve this by empowering families, influencing policy and practice, and enabling life changing research.

For more information about Bliss, visit [bliss.org.uk](https://bliss.org.uk)

## **Key responsibilities**

- **Overseeing the management of all day-to-day fundraising transactions, including:**
  - Uploading fundraising and financial data from bank statements and fundraising platforms such as the Bliss Website and Just Giving into the CRM on a regular basis
  - Ensuring that all donation and fundraising data is allocated to the correct activities and the correct supporter records
  - Managing the de-duplication process to ensure the quality and accuracy of the CRM database
  - Ensuring that all financial transactions have the correct gift aid status, liaising with the finance team to ensure regular gift aid claims are made
  - Managing the direct debit and payroll giving processes to ensure that all supporter information is up to date, liaising with the finance team to ensure the correct income is collected from supporters and third party agencies
  - Overseeing regular checks on the quality of data within the CRM system and liaising with relevant teams to ensure any errors or process faults are corrected in a timely manner
  - Liaise with the Head of Fundraising & Communications and Fundraising Managers to create regular KPI reporting based on fundraising data
  - Liaise with Fundraising Managers and Process Champions on any fundraising process changes needed to ensure efficiency
  - Supervising the Fundraising Assistants with data and supporter care tasks
- **Overseeing the supporter care and fulfilment needs of the fundraising department:**
  - Ensure fundraising department supporter care needs are met through the creation of internal service level agreements and regular communication with fundraising teams
  - Manage, with the support of the Fundraising Assistants, all incoming telephone donations, event registrations and supporter queries
  - Ensure, with the support of the Fundraising Assistants, that all individual and corporate donations are thanked in a timely manner
  - Oversee the fulfilment needs of the fundraising department, liaising with the fulfilment provider and fundraising teams to ensure prompt posting of fundraising materials, thank you letters and relevant engagement communications
- **Supplier management:**
  - Maintain an excellent working relationship with relevant external operations suppliers
  - Work with external operations suppliers to secure cost savings where possible
  - Assisting the Head of Fundraising & Communications to manage relationships with fundraising operations suppliers and support the creation of budgets for any new supporter care or fundraising operations activities
- **Ongoing process development:**
  - Work with fundraising teams to ensure all supporter care and operational processes are as efficient as possible
  - Liaising with Senior Finance & Database Officer, Digital Project Lead and relevant process champions to develop and implement new fundraising operations processes
- **Line management of the Fundraising Assistants:**

- Providing regular one-to-one supervision and support, setting objectives, managing performance, and facilitating learning and development opportunities.
- Any other duties as may reasonably be requested by the Head of Fundraising & Communications

## Person specification

### Skills

#### Essential:

- Educated to degree level
- Experience of working in the charity sector
- Understanding of a variety of fundraising techniques and the key operational needs of each type of fundraising activity
- Highly computer literate, with experience of fundraising CRMs, Excel, and batch importing data
- Excellent time management, with the ability to prioritise workloads to meet demanding deadlines
- Willingness to accept responsibility
- Excellent internal and external relationship management
- Excellent analytical and problem solving ability
- Excellent attention to detail
- Able to demonstrate a commitment to the aims and objectives of Bliss.

#### Desirable:

- Ability to use and create automated routines to process volumes of data
- Ability to map new data import processes
- Willingness to work outside office hours and weekends on occasions
- Willingness to undertake further training as and when required
- Bliss encourages all staff to volunteer to support events coordinated by teams across the charity; there is an expectation that all staff offer to support at least two or three events in a year around their direct job commitments.