

**ABF THE SOLDIERS' CHARITY
JOB DESCRIPTION**

<p>ABF The Soldiers' Charity Individual Giving & Philanthropy Assistant</p>	<p>Direction from: Philanthropy Manager Gifts in Wills Manager Individual Giving Manager</p> <p>Link to: Corporate Fundraising Manger</p>	<p>Primarily reports to: Assistant Director Individual Giving & Philanthropy</p> <p>Reviewed: March 2023</p>
<p>Full time 35 hours per week, based in London Office</p>	<p>Direct Reports: None</p>	

Primary Roles:

- To assist the three IG&P Managers with their fundraising programmes.
- Provide back up and cover for Individual Giving & Supporter Care Assistant.
- Handle Supporter queries over the phone, on email and in person at events and ensure any actions are noted on Raisers Edge database.
- Research, collate and maintain information about all areas of Individual Giving & Philanthropy.

Job Specification:

- Assisting the work of the three IG&P Managers, as directed by Assistant Director Individual Giving & Philanthropy, including but not limited to the following tasks:

Legacy administration, Gift Aid processing, proof reading, data checking, prospect research for Trusts and Major Donors, maintaining accurate contact history for Major Donors, Supporter Care – including donation processing and batching, invoice processing, reconciliation with Finance team, creation of the charity quarterly newsletter.

Person Specification

- Experience of working in an office environment.
- Good IT skills, including MS Word, Excel, Outlook and Powerpoint.
- Good written communication skills, with a fluent writing style and good knowledge and practical use of the English language.
- Excellent verbal communication and phone manner and confident in communicating with a wide range of people at all levels.
- A keen eye for detail and to ensure high standards whilst working under pressure.
- Excellent time management and organisation skills with the ability to manage multiple tasks simultaneously and to work to deadlines.

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- Able to act with tact, diplomacy and confidentiality and deal with sensitive issues.
- Ability and experience of using databases or similar systems.
- An approach to mirror our values – supportive, professional, collaborative, creative and confident.
- Willingness to travel across the UK as required.

Agreed by: CE

Date: Aug

Published Date: