

**ARMY BENEVOLENT FUND
JOB DESCRIPTION**

<p>Army Benevolent Fund Individual Giving & Philanthropy Assistant</p>	<p>Direction from: Philanthropy Manager Gifts in Wills Manager Individual Giving Manager</p> <p>Link to: Corporate Partnerships Manager</p>	<p>Primarily reports to: Assistant Director Individual Giving & Philanthropy</p> <p>Reviewed: November 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 and other Fundraising Assistants within the Fundraising department.
- 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.
- Able to act with tact, diplomacy and confidentiality and deal with sensitive issues.

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- 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: Nov 23

Published Date: