

Job Title: Gifts in Wills and Supporter Care Assistant	Direction and guidance from: Assistant Director Individual Giving & Legacies Direct Reports: None	Primarily reports to: Gifts in Wills Manager
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Role Summary:

- To assist the Gifts in Wills Manager with the Gifts in Wills fundraising programme.
- Share Supporter Care duties with, and 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 Sales Force database.
- Research, collate and maintain information about all areas of Gifts in Wills.

Specific Tasks:

- Assisting the work of the Gifts in Wills Manager, and from time to time the Individual Giving Manager, as directed by Assistant Director Individual Giving & Legacies; including but not limited to the following tasks:
- Legacy administration, Gift Aid processing, proof reading, data checking, Supporter Care – dealing with supporter queries, donation processing and batching, invoice processing, reconciliation with Finance team, help with creation of the Charity’s quarterly newsletter.
- Maintaining reporting documents for Gifts in Wills, supporting the team with the various marketing platforms such as Mail Chimp, detailing process and change as it happens for Supporter Journeys and Stewardship.
- Working with regional teams and attending events for Gifts in Wills promotion.

Person Specification:

- Experience of working in an office environment.
- Good IT skills, including MS Word, Excel, Outlook and PowerPoint.
- Good written communication, 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.
- Ability and experience of using databases or similar systems.
- An approach that is supportive, professional, collaborative, creative, and confident.
- An affinity with the Charity and its cause.
- Willingness to travel across the UK as required.

Agreed by: Assistant Director Individual Giving & Legacies	Name: <i>Richard Hogg</i>	Date: 25 June 2026
Approved by: Chief Executive	Name: <i>Tim Hyams</i>	Date: 25 June 2026