

<b>Job Title:</b> Individual Giving and Supporter Care Assistant	<b>Direction and guidance from:</b> Assistant Director, Individual Giving and Legacies	<b>Primarily reports to:</b> Individual Giving Manager
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**Role Summary:**

To process supporter donations, answer supporter queries on email, in writing, and over the phone, assist the Individual Giving Manager with their work, process invoices, and maintain filing systems for supporter correspondence & records.

**Key tasks and responsibilities**

1. To process cash, credit/debit card, CAF, standing orders and direct debits donations received, via post, telephone or internet, liaising with Finance Dept as appropriate.
2. To manage the Daily Receipts process: receipt all donations, or pass on to the appropriate team as required.
3. To manage the Gift Aid checking, scanning, and storage process.
4. To respond to all donor related and general enquiries received via telephone, post, and email.
5. To maintain accurate and up to date donor records on the database by responding to donor requests such as change of address, mailing preferences or gone away returns.
6. To be responsible for filing and record keeping of manual forms and correspondence.
7. To accurately record all Legacy and In Memoriam income, keeping all correspondence with solicitors and executors in order.
8. To assist the Individual Giving Manager with the campaign process, including proofing artwork, checking data, and working with external agencies as required.
9. To perform any other duties deemed appropriate by line manager.

**Specific Tasks:**

**Skills and abilities**

- 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 confidence 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 organisational skills. with the ability to manage multiple tasks simultaneously and 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 to mirror our values – supportive, professional, collaborative, creative, and confident.

- Willingness to travel across the UK as required.

**Other requirements:**

- Able to work evenings / weekends occasionally, TOIL scheme available.
- A genuine interest in supporting the Armed Forces community, with empathy for the causes and challenges within the sector.

<b>Agreed By:</b> Individual Giving Manager	<b>Name:</b> <i>Bradley Caton-Garrett</i>	<b>Date:</b> 8 April 2026
<b>Approved By:</b> Chief Executive	<b>Name:</b> <i>Tim Hyams</i>	<b>Date:</b> 9 April 2026