

RUTH STRAUSS FOUNDATION

JOB DESCRIPTION

Job Title: Supporter Care (Fundraising) Administrator

Salary: £27,000-£30,000, dependent upon experience

Responsible to: Events & Community Manager, Ruth Strauss Foundation

Accountable to: Board of the Ruth Strauss Foundation

Hours per week: Five days per week

Location: Hybrid: Minimum 50% office based (Lord’s Cricket Ground NW8). May require some travel to meet supporters and attend events

Ruth Strauss Foundation

Early 2018, Ruth Strauss, wife of Sir Andrew Strauss the former England cricket captain, was diagnosed with an incurable lung cancer that affects non-smokers. Ruth died on December 29th 2018; she was 46 years old and mother to two children, then aged 10 and 13.

In her memory, Sir Andrew has launched The Ruth Strauss Foundation to:

- Provide emotional support for families to prepare for the death of a parent from cancer
- Raise awareness of the need for more research & collaboration in the fight against non-smoking lung cancers.

OUR SPIRIT *We Are* 



Compassionate

With dedication & understanding we strive to improve the lives of those affected by cancer.

Pioneering

We are unafraid to think and respond differently. Our aspiration is to pioneer change.


Spirited

We carry Ruth’s spirit in delivering our mission: with determination, grace & laughter.

Professional

We take pride in our approach; it’s the little extras that make the difference.

Family First

Without compromise, family is at our heart - together we can make a difference. 

Job Purpose

We are looking for a strong candidate who can manage exceptional stewardship of supporters, care of fundraisers and provide consistent operational and administrative support to the fundraising team.

The Supporter Care Administrator will work with the RSF team, our fundraisers, ambassadors, and suppliers and will fulfil an integral role in the day-to-day operations of the Foundation.

Key relationships

- Head of Fundraising of the Ruth Strauss Foundation
- Fundraising and wider Executive Team of the Ruth Strauss Foundation
- Board of the Ruth Strauss Foundation
- Foundation supporters and partners

Role Profile and Key Responsibilities

The Supporter Care (Fundraising) Administrator has several important primary responsibilities. Some of these include:

- Supporter Care: provide support to fundraisers, donors, event attendees and ambassadors
- Coordinating small individual events and experiences for supporters, including fulfilment of auction experiences
- Coordinating and delivering the banking and thanking of donations to the Foundation. This incorporates detailed personal records management, gift administration, liaison with supporters and the RSF Head of Finance and use of the (Salesforce) CRM system
- Salesforce database administrator
- Fundraising Platforms support: provide support where required for the management of the charity's various digital fundraising platforms including JustGiving, Givergy and GivePenny.
- Support for the Event and Community Manager and Head of Fundraising when required
- Postage and packaging of correspondence including promotional materials, thank you letters and appeals
- Reception support: First responder to incoming enquiries from supporters of all types
- MarComms support: Identify and interview fundraisers for case studies for RSF newsletters and website

What we are looking for:

In addition to someone who can embody the spirit of RSF, you should have the following skills and experience:

- At least one year working experience in a fundraising administration or customer service role
- Experience of CRM systems
- Exceptional organizational skills and the ability to manage a significant volume of enquiries and keep on top of records management
- A willingness to adapt and be flexible. There are often new projects, changing priorities, and new processes that you will need to embrace.
- A keen interest in data and exceptional attention to detail
- Commitment to provide a consistently high level of care and personal stewardship to RSF supporters.

- Ability to work independently and proactively
- Confident IT skills and ability to adapt to use of unfamiliar systems and processes, ensuring timely & successful completion of roles and responsibilities
- Diplomatic and tactful. Confidence to be assertive when required
- Experience of working autonomously and as a self-starter

Advantageous

- Experience in coordinating events
- Experience of working in a small or new organisation
- Experience of working in the charity sector
- Experience in using Salesforce

We are committed to being an inclusive workforce that fully represents many different cultures, backgrounds, and viewpoints. We welcome applications that help us in our mission to be a place where you can be yourself and thrive.

How to apply:

Please send your CV and covering letter to Alex Cullen by 17 October 2022.

alex.cullen@ruthstraussfoundation.com

The shortlisted applicants will be asked to interview week commencing 24 October 2022 with a view to appoint the successful applicant by early November 2022.

If you have any queries on this role, please contact Alex Cullen alex.cullen@ruthstraussfoundation.com

END

