

<b>POST:</b>	Gift Aid & Supporter Care Apprentice also known as Fundraising Apprentice
<b>APPRENTICESHIP:</b>	Business Administration Level 3
<b>START DATE:</b>	ASAP
<b>LOCATION:</b>	Bowen House, 59 Westminster Bridge Road, SE1 7JE. There will be scope for some remote working.  Nearest stations: Waterloo/Lambeth North/Elephant Castle
<b>WORKING HOURS:</b>	9am to 5pm 4 days per week – the 5th day being for study
<b>SALARY:</b>	

## The Organisation

The Roman Catholic Archdiocese of Southwark is led by Archbishop John Wilson and is home to St George's Cathedral, 175 parishes and 169 schools, serving people in South London, Kent and a part of Surrey. We spend our £29m income on a huge range of activities, from supporting the mission and ministry of our parishes and schools, to hundreds of projects helping those most in need in society.

## The Role

We are looking for a Gift Aid & Supporter Care Apprentice to be based in the finance office and supporting the Fundraising and Gift Aid team. This role will suit someone who is looking to get hands on experience in office administration, charity administration and fundraising, building strong customer service skills, working within a new and developing team, or maybe someone who could bring their existing office experience and skills to support the team.

This role will involve tasks such as processing gift aid, banking and processing donations, delivering excellent customer service and care to our charity supporters, inputting and managing data onto a CRM database, mail-merging thank you letters, general administration, scanning and filing, helping to organise events, printing and mailing materials, etc. The role brings opportunities for someone to develop their office administration skills, learn about charity fundraising and developing a strong understanding of charity financial processing and management.

The Gift Aid & Supporter Care Apprentice will work within a passionate, friendly, hard-working and driven team of three staff, who in turn will support you in your own professional development. The ideal candidate will be a natural people's person, someone who prides themselves on their diligence and accuracy, and someone who would like to put both their logical and creative talents to use.

### **Duties and responsibilities**

- Delivering excellent customer service and care
- Opening fundraising post and managing the email inbox
- Processing, banking and acknowledging donations
- Learning about Gift Aid and managing the Gift Aid database
- Using a CRM to register gifts and update donor's records
- Managing the Gift Aid inbox – triage incoming emails
- Sending out thank you letters to supporters
- Proof reading and amending newsletters to a print ready standard
- Printing and packaging newsletters for delivery
- Populating spreadsheets
- Helping to organise, promote and run fundraising events
- General office administration (filing, scanning, designing materials, printing, mail-merging, postage)

### **Desired Skills**

- Accuracy and attention to detail
- Experienced with word/excel (further training provided)
- Friendly, organised and enthusiastic individual
- Team player but also confident lone working
- Great people skills – approachable, helpful and friendly
- Professional and resilient
- Self-motivated
- Good telephone skills
- An interest in research and picking out key facts from lots of data and information
- Event planning/organising

### **Training offered**

You'll meet with and work alongside the Gift Aid & Supporter Care Office, Head of Fundraising and the Parish Fundraising and Appeals Manager. You will receive training relevant to the activities you are most able to participate in.

## **Benefits**

- Helping a worthwhile charity
- Opportunity to develop office and charity administration skills
- Learn about charity finance
- Meet new people
- Be active and engaged
- Add value to the charity
- Learn new and transferable skills and improve your CV

## **Minimum age requirements**

- Apprentice should be over 18 years

## **Supervision**

- Apprentice will be reporting to Head of Fundraising

## **Desired personal attributes**

- Willing to learn
- Confident
- Willingness to 'muck in' and do as needed to get the job done
- Understanding that this is a religious environment and willingness to accept that

## **Desired qualification**

Ideally a good Pass in GCSE Maths and English, but a Pass is a minimum requirement  
GCSE passes in other subjects also useful to show breadth of knowledge