

ROLE PROFILE

Job Title	Fundraising Operations Officer
Reporting to	Head of Philanthropy
Salary	£32,000-£35,000 depending on experience
Line Management responsibility	No
Location	Hybrid working with a minimum of two days a week at the British Asian Trust's office in Scale Space White City, London W12 7RZ

Key accountabilities

About the organisation:

The British Asian Trust (BAT) was founded in 2007 by the then Prince of Wales and a group of visionary British Asian business leaders to tackle widespread poverty and inequality in South Asia. Since we were founded, we have had a positive impact on the lives of 19 million people across India, Pakistan, Bangladesh and Sri Lanka. We are a unique organisation, led and driven by the South Asian diaspora and by a powerful belief that traditional approaches to philanthropy and development will not, alone, solve the challenges of the region. Our aim is to have the greatest possible impact. Our programmes tackle problems and inequalities in the areas of education, livelihoods, mental health, child protection and conservation.

About the role:

This role will play a vital role in the organisation's development through supporting the systems and processes for our Fundraising Teams. This includes overseeing the implementation of agreed changes, ensuring data in Salesforce is accurate and data integrity is monitored.

Main responsibilities:

Fundraising data management and gift processing

1. Maintain accurate and up to date records within the Salesforce CRM, ensuring all donations, pledges and supporter interactions are recorded correctly and in a timely manner. This includes overseeing gift processing, reconciling fundraising income with Finance records, managing Gift Aid claims where appropriate, and ensuring that all fundraising data is reliable, accessible and structured to support the work of the global Fundraising team.
2. Maintain clear systems for managing donor and prospect pipelines within the CRM, ensuring opportunities, activities and income forecasts are accurately recorded, supporting the tracking of KPIs, fundraising performance and income progress, and developing regular fundraising reports and dashboards for the Executive Director, Fundraising Heads, Senior Management Team and Board of Trustees.
3. Support the fundraising team to use and present donor data in ways that deepen our understanding of donor engagement. This includes extracting and analysing data to inform team decision-making, and building the team's confidence and capability to draw meaningful insight from data themselves

Prospect research and stewardship

4. Undertake prospect research to support the Fundraising team in identifying and qualifying potential donors. This may include researching individuals, trusts and

foundations, preparing short briefing notes, and supporting due diligence processes where required.

5. Support the delivery of donor stewardship activities, assisting with the coordination of reports, updates or communications for supporters where appropriate.

Fundraising compliance, procedures and best practice

6. Support the implementation of good fundraising practice by ensuring processes align with guidance from the Chartered Institute of Fundraising and the Fundraising Regulator, and that appropriate procedures are followed across the fundraising function.
7. Maintain and update the BAT Fundraising Manual, ensuring procedures and guidance remain current. Support the onboarding of new fundraising staff by introducing them to the manual and key operational processes.
8. Support the Fundraising team in applying relevant BAT policies and procedures, including in relation to data protection and gifts acceptance

Additional operational support

9. Provide administrative support to the Board’s Fundraising Committee and to senior volunteers where required, including preparing materials, coordinating meetings and supporting follow up actions.
10. Undertake other tasks as requested by your line manager to support the effective operation of the fundraising function.

Key Relationships

<p>Internal: Fundraising Leadership Team Fundraising colleagues Head of Finance Communications Team</p>	<p>External: Donors and Supporters Suppliers of Tech to support fundraising</p>
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Person Specification and Job-related knowledge, skills and experience

- Essential:**
- Experience of a donor facing role within a fundraising team with understanding of donor relations, requirements and priorities.
 - Competent in working with Microsoft Office - Word, Excel (to cleanse manipulate and present data), and PowerPoint.
 - Experience working with a fundraising database or CRM system, such as Salesforce
 - Experience of producing high quality written communications, compelling emails, proposals and/or reports.
 - Knowledge and interest in international development issues and South Asia.
 - Experience maintaining and building relationships with important supporters and/or stakeholders.
 - Experience of multi-tasking, prioritising activities and managing own workload.
 - Experience of working under pressure and to strict deadlines.
 - Experience of working collaboratively within a team.
 - Ability to communicate effectively with a wide range of internal and external stakeholders, adapting style and approach to stakeholder needs.
 - Good interpersonal skills with the ability to communicate with donors and suppliers
 - Proactive, enthusiastic and results driven.
 - Excellent attention to details.

- Flexible and adaptable to changing needs and responsibilities.
- Ability to work independently and in a team.
- Willingness to work occasional evenings and/or days at weekends for events.

Desirable:

- An undergraduate or postgraduate degree in a relevant field.
- Experience in working within the charity sector or international development related causes.
- Experience of working in a regulated environment or operational and compliance role
- Knowledge of UK GDPR and Fundraising Regulations and how to apply them
- Strong financial reporting skills and experience.
- Experience of event logistics and event project management/delivery.
- Experience of conducting prospect researching and due diligence.