**Volunteer Brief**

**Fundraising Administrator**

**About the organisation**

One-Eighty, established over a decade ago, has a significant track-record supporting young people aged 4-18, and their families, with their mental health and education needs. We achieve this through tailored therapeutic psychology-based interventions and preventative early help projects.

Over the last academic year, we have directly impacted the lives of nearly 1800 young people and their families. Working across Buckinghamshire and Oxfordshire, we support young people in the following ways:

* intensive one-to-one interventions for those with the most complex needs which usually prevent them from attending school;
* preventative mental health/ early help projects to teach strategies to support mental health needs;
* training and therapeutic supervision for professionals to enable them to support young people with their mental health and education challenges;
* working with individual schools to create a whole-school approach to supporting young people’s mental health (Schools Partnership Model). Positively impacting staff retention, attendance figures, community engagement and Ofsted ratings. Ultimately improving whole school outcomes.

**About the role**

The role of Fundraising Administrator is to provide administration support to the Development team. This primarily involves keeping Donorfy (a Fundraising CRM system) up to date. It could also involve sending ‘templated’ thank you letters to donors, contacting potential supporters with follow-up information relating to a fundraising event (such as The Blenheim 7k Fun Run) and chasing people for information.

Unrestricted income is vital to One-Eighty to enable us to continue to grow and reach more young people. This volunteering opportunity will strengthen resources in the Development team to enable them to focus on generating income.

**Task and responsibilities**

1. Donorfy Handover

* Due to staff leaving, we have an **urgent need** for someone to pick up the handover details of Donorfy. This will include learning:
* How to add a record into Donorfy and general administration around keeping the record up-to-date
* How to record opportunities for fundraising or funding into the system and the administration around this including how to report on opportunities
* How to set-up an event in Donorfy
* General event administration including tagging specific records, pulling of lists for communication activities, emailing from Donorfy, setting up template replies

This list is not exhaustive but highlights what you will learn. Full written handover documentation will be provided alongside a comprehensive in-person or online handover. We have a requirement for this to take place as soon as possible.

1. Ongoing Donorfy Administration

* To support the Development Team with timely updates to the Donorfy system to ensure the database is up-to-date.
* To support with creating funding opportunities and associated reporting
* To support with fundraising event administration/ communications in Donorfy to ensure we are as streamlined as possible

1. Where appropriate to send template thank you letters to funders and make sure relevant information is recorded in Donorfy
2. Where appropriate to communicate with donors/ fundraisers either by email/ telephone to confirm answers any questions they might have or to provide additional information about a fundraising event
3. To help with securing raffle or auction prizes were appropriate by contacting local businesses

**Skills and qualities needed**

* This person needs to be organised, methodical and systematic in their thinking
* Strong attention to detail is essential as a large proportion of the role will be keeping up-to-date records in an online database/CRM system
* Volunteers should be proficient with IT with a working knowledge of spreadsheets, databases or CRM systems
* Experience of fundraising or communications is not essential but could support understanding

**When and where**

* Initial Handover – a volunteer should be able to attend a small number of half-day meetings at our office (our address is listed on the front page of this document)
  + Timings between 10-4pm – parking will be provided
  + Approximately 2-3 meetings will be required
  + The exact number of meetings can be decided at the handover stage and will depend on the volunteer’s experience
* After the handover:
  + Fundraising administration can be undertaken remotely - Donorfy is an online CRM system and your own unique login will be provided
  + Up to 1 day a week of volunteer hours is required
  + There is flexibility across Monday-Thursday, 10-4pm as to when these hours are completed
  + There may be a requirement to attend an online meeting via Teams (a meeting link will be provided) to go through specific tasks, contribute to the development of fundraising activities etc.

**Support offered**

* You will be partnered with a member of the Development team who will be able to support with questions/ queries.
* Donorfy has very good support videos of ‘how to guidance’ that are easy to understand and for more technical queries, their helpline is very responsive

**Benefits**

* You will be part of a small, friendly Development team and play a vital role in supporting us to raise much needed funds
* You will have the opportunity to develop skills in fundraising, communications, donor care and database management
* We organise a regular staff team training slot at the office on a Monday (2-3pm). Some training slots may be of wider interest to volunteers, and they would be welcome to attend should they wish.

**Expenses**

* We encourage all our volunteers to claim expenses as we do not want you to be out of pocket for giving your time. We also want to make sure that volunteering with us is accessible to everyone regardless of their personal circumstances.
* We will reimburse the travel costs of volunteers and our Volunteer Expenses Policy sets out how we will do so. It is written to ensure that neither we nor our volunteers face any legal, tax or benefits problems.

**Any other information**

* + You will need access to your own laptop/ desktop computer
  + One-Eighty will provide a confidential login to Office 365 and relevant email addresses alongside your own unique Donorfy login.