CRM ADMIN VOLUNTEER

Help ensure income is correctly recorded and our CRM database is up to date

Our challenge
The Central Operations team are responsible for managing The Charity’s incoming fundraising (whether from our own website, sent in via post or collected via a website like JustGiving), ensuring these funds are recorded, assigned to the right area and, importantly, that supporters are thanked for their efforts.

With an ever growing supporter base and interest in our fundraising campaigns, this team would really value some administrative support for a few hours several times a week, to enable them to continue providing a personal touch that is so important to our supporters.

How can you help?
This is a varied role and you may get involved in any or all of the following:

• Processing donations received—ensuring they’re correctly recorded on the CRM database
• Generating thank you letters
• Generating dispatch notes
• Setting up and checking contact records on the CRM
• Working with the Central Operations team on month end admin
• Helping with data hygiene requirements
• Running reports and flagging inconsistencies or action to be taken

ABOUT THE BRAIN TUMOUR CHARITY

We are the world’s leading brain tumour charity and the largest dedicated funder of research into brain tumours globally. Committed to saving and improving lives, we’re moving further, faster to help every single person affected by a brain tumour.

We’re set on finding new treatments, offering the highest level of support and driving urgent change. And we’re doing it right now. Because we understand that when you, or someone you love, is diagnosed with a brain tumour – a cure really can’t wait.

BRAIN TUMOURS MOVE FAST.
WITH YOUR HELP, WE CAN TOO!
What impact will you have?

We want our fundraisers to have a great experience interacting with The Charity. An important part of this is ensuring all funds are recorded correctly, that donors receive a personal, timely thank you for any support and that fundraisers receive items ordered from us on time.

As a key part of the Central Operations Team, this volunteer role will help to ensure we are able to maintain a great service for those fundraising.

We’re looking for...

We’re looking for someone with the following skills and interests...

- Experience of working with databases (previous CRM experience beneficial);
- Confident computer skills with working knowledge of Microsoft Word, Excel and Outlook;
- Organisation, reliability and attention to detail; and
- Able to work autonomously and as part of a team.

We particularly encourage applications from those who are significantly underrepresented in our sector, including individuals from Black, Asian and Minority Ethnic (BAME) communities.

What can you gain from volunteering?

- You’ll have the opportunity to utilise your existing skills, while developing and learning new ones to take forward into the future.
- You’ll join a friendly, passionate team and develop an understanding of how an operations team at The Charity runs.

Time commitment and location

The role can either be based at home or at our Office, in Fleet, Hampshire.

We are looking for volunteers who can give a regular commitment of between 6-12 hours per week. The role can be completed either inside our outside of office hours, we will try to be flexible to fit around the volunteers’ availability. Some crossover with the working hours of the team would be beneficial.

Practical considerations

You will receive a full induction to The Brain Tumour Charity and any specific training for the role, as well as ongoing direction from a team member within the Central Operations Team.

We carry out reference checks for all individuals who will be volunteering with us on a regular basis. Volunteers will also be required to complete some internal data protection and disclosure documentation before commencing the role. Volunteers must be over 18.