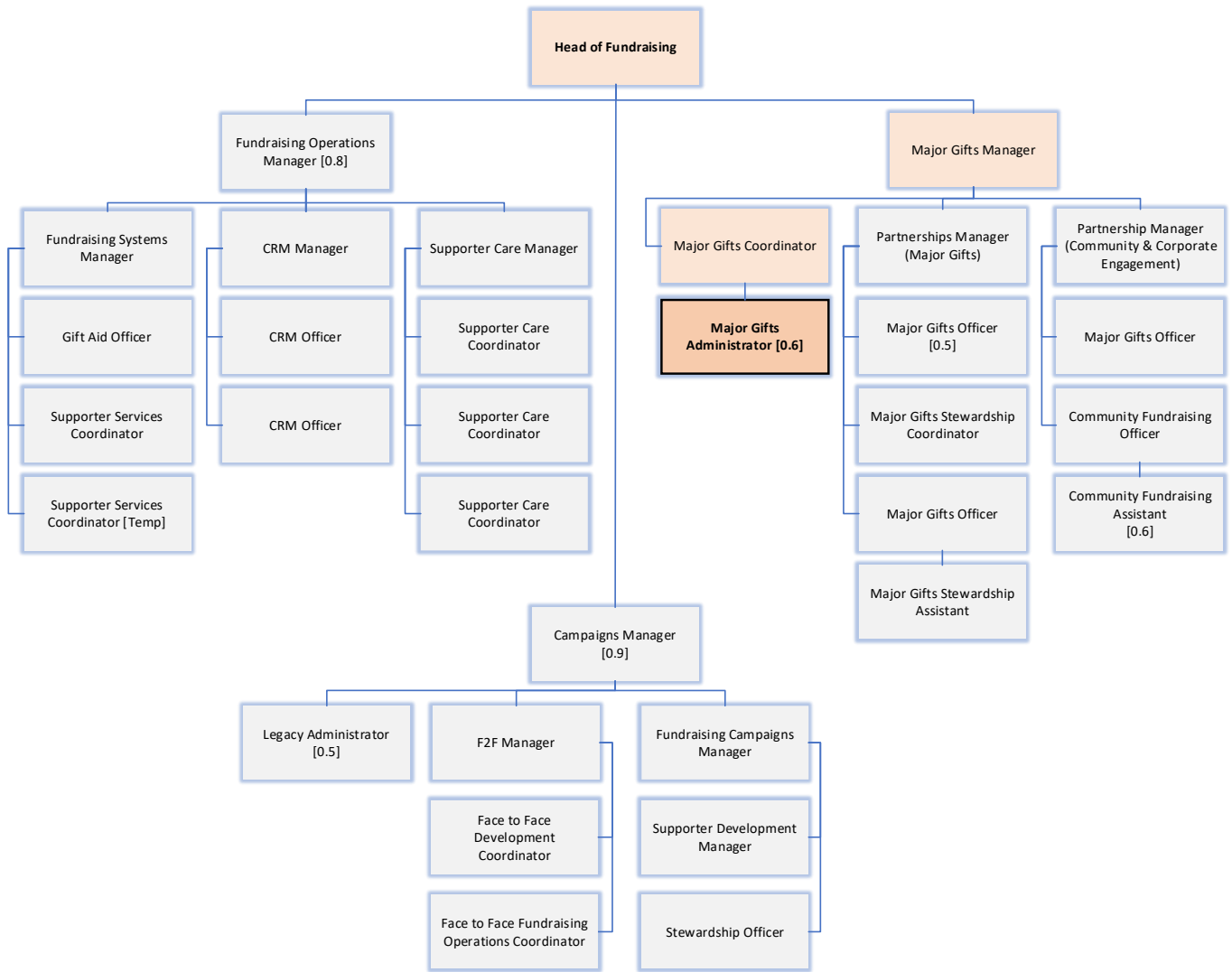




APPLICATION INFORMATION PACK

JOB TITLE:	Major Gifts Administrator
DEPARTMENT:	Fundraising
REPORTS TO (JOB TITLE):	Major Gifts Coordinator
HOURS:	24 hours / 3 days per week (to include a Thurs in the office; hours can be split across more than 3 days if this is more flexible)
LOCATION:	London, Hybrid
DURATION:	Permanent
SALARY GRADE:	10.1
SALARY:	£24,033.89 per annum (£14,420.33 per annum pro rata)
JOB PURPOSE	
<p>The Major Gifts Administrator is an integral part of the Major Gifts team, managing administrative tasks for the team, to ensure the smooth and efficient running of the major gifts programme. By ensuring our income processing is kept at a high standard, our supporters have a positive experience when they make a gift to MSF as they receive accurate and prompt thanking.</p> <p>The primary aspect of the role is the management and administration of major gifts income, ensuring that our record of major gifts income is up-to-date and accurate, and that the database reflects this.</p>	
DIMENSIONS	
<p>The Major Gifts Administrator supports the Major Gifts Team by leading on the administration of major gifts income, which in 2023 was originally budgeted at £14.4m. They also assist the Major Gifts Coordinator with the delivery of the Major Gifts' events programme. They also liaise with the third-party suppliers who are involved in our fundraising operations.</p>	

ORGANISATIONAL STRUCTURE:



CONTEXT

MÉDECINS SANS FRONTIÈRES/ DOCTORS WITHOUT BORDERS (MSF)

Médecins Sans Frontières/ Doctors Without Borders (MSF) provides life-saving emergency relief and longer-term medical care to some of the most vulnerable and excluded communities around the world. As an independent medical humanitarian organisation, we deliver care based only on need, regardless of ethnic origin, gender, religion or political affiliation.

MSF relies on donations from private individuals and organisations for the majority of its income. This private funding gives MSF the freedom to respond where needs are greatest and to speak out publicly, free from any political interference.

MSF has around 45,000 local and international staff working in over 70 countries, in some of the most challenging places in the world. Our medical humanitarian projects are supported by teams in 32 countries, including the UK, spread across Europe, North and South America, Asia, Africa and Australasia.

At MSF UK, we support MSF's operations by building relationships with our supporters, increasing awareness of our work, raising funds, providing specialist medical expertise, catalysing change on medical humanitarian issues and recruiting field staff. MSF UK personnel are dynamic, hard-working, enthusiastic and committed to MSF's values and aims.

FUNDRAISING DEPARTMENT

The Fundraising Department raises private income for MSF field operations globally, and to cover MSF's administration costs in the UK. The Fundraising Department contains the Major Gifts, Campaigns and Fundraising Operations teams and in 2021 a team of around 35 people delivered income of £65.5 million (latest audited accounts).

MAJOR GIFTS TEAM

MSF has internationally identified Major Gifts as key to the strategic and cost-effective growth in income for the MSF Movement. The UK contribution to this expansion is delivered by the Major Gifts Team through the development, management and implementation of strategies to identify, cultivate, solicit and steward major donors.

MSF UK has a committed group of major donors made up of individuals, corporates, and trusts & foundations. We currently define a major donor as any individual donating £10,000 and above or any organisation (company or trust) donating £5,000 and above. In 2022 the Major Gifts Team, at the time comprised of nine people, raised over £14 million from more than 400 major donors.

The Major Gifts Administrator works very closely with the Major Gifts Coordinator Officer, and the entire Major Gifts Team. They also work closely with the Fundraising Operations Team (namely the Supporter Services Coordinator and CRM Team) – and is their lead point of contact in relation to income processing. They report to the Major Gifts Manager. They also liaise with third-party suppliers (i.e. Woods Valldata) where relevant.

ACCOUNTABILITIES

1. Lead on the management and administration of major gifts income, ensuring all information related to donations received is accurately processed and recorded. This includes monitoring the bank account for transfers, donations received via high value alerts (i.e. online), processing cheques and CAF vouchers.
2. Work collaboratively with other fundraising teams involved in income processing to ensure a consistency of standards, in line with established guidelines. This includes donation coding, reconciling missing donations, reporting on Gift Aid eligibility, and matching income to budgeted opportunities on the CRM. Input into process documentation related to these activities.
3. Generate thank you letters, receipts and appropriate Gift Aid information when a major donation is received, and informing relevant members of the Major Gifts Team in line with SLAs (thanking within two days of funds received).
4. Use the CRM to pull reports of donor deadlines, and notify the team of these on a monthly basis.
5. Assist with the delivery of Major Gifts events (sometimes outside of working hours), including the management of RSVPs via phone and email.
6. Assist with the preparation of mailings for our major donors, including event invites, emergency appeals and other annual mailings.
7. Monitor the shared Major Gifts inbox and respond to enquiries. Support on the delivery of team data reviews alongside the Major Gifts Coordinator.
8. Work as a full member of the Fundraising team, handling telephone calls from supporters (such as enquiries, processing card donations, change of address, amendments to regular donations etc) and assist with fundraising projects as and when required.
9. Management of volunteers as required.

KEY PERFORMANCE INDICATORS

1. Ensuring our supporters have an exceptional experience when they make a gift to MSF, encouraging their repeat and continued support of MSF's work.
2. Ensuring accurate recording of income data across all relevant platforms, and a smooth annual audit process.
3. Ensuring relationship managers in the Major Gifts Team can thank their donors promptly, and the tailored thanking ensures an exceptional donor experience.
4. Ensure our donors receive reports, proposals and other correspondence as required.
5. Ensure our donors have a positive experience of our events through related donor correspondence, and at the event itself, to bring them closer to our work and ensure their continued support of MSF's work.
6. Through mailings we bring our donors closer to our work and ensure their continued support of MSF's work.
7. Ensure strong collaboration with the Major Gifts Coordinator.
8. Providing support to the full Fundraising team, to ensure the best possible level of care to all MSF UK supporters.
9. Ensure volunteers are fully inducted and clear on their responsibilities, to

10. Maintain commitment to the aims and values of MSF through proactive involvement in and attendance at MSF UK and wider movement operational activities.

bring added value to the work of the Major Gifts Team.

10. Ensure engagement with MSF's work beyond the activities of the Major Gifts team and fundraising department.

CHALLENGE & CREATIVITY / DECISION-MAKING

The job holder has delegated responsibility for a range of tasks related to income processing, and will regularly take independent action, decision-making and problem-solving in relation to these. They will follow multiple established processes, but be required to adapt when necessary changes are made to these. They will also provide advice and input to contribute to wider decision-making within the Major Gifts and Fundraising Operations teams, for example in relation to process documentation.

They are responsible for ensuring the Major Gifts Coordinator is fully trained to complete key banking and thanking activities on the days they are not in the office.

As a part-time role, the job holder will need to be flexible and prioritise well during fast-changing times (i.e. during humanitarian emergencies), when normal workflows are disrupted. They will need to be able to work efficiently under pressure during these emergency periods when donation volumes, and therefore workloads, increase.

KNOWLEDGE, SKILLS & EXPERIENCE

- Exceptional organisational skills with experience of managing multiple tasks and prioritising effectively
- Experience of working in an office environment
- Experience maintaining and developing effective administrative systems and procedures
- Experience in CRM systems
- Accuracy and excellent attention to detail
- Ability to work independently to general guidelines, with capability to use initiative and seize opportunities
- Proven interpersonal, team working and communication skills
- Clear evidence of research skills, including from online sources
- Computer literate and confident in using all Microsoft Office programmes
- Fluency in written and spoken English
- Commitment to the aims and values of MSF

COMPETENCIES

Respect:

- Invites team members and colleagues from other departments to provide input on topics of discussion and considers their contribution and experience.
- Participates in and involves the team in the discussion and decision-making process that may affect all team members before the final decision is made.
- Values colleagues as human beings, demonstrated through equal respect for staff and beneficiaries.

Integrity:

- Acts by example, modelling the behaviour expected from team members.
- Seeks out and offers each team member an equal opportunity and tools to succeed.
- Works to achieve cohesion and a spirit of cooperation in the team.

Humanity:

- Strives to learn and get to know more about each team member in order to better understand their needs, potential and ascertain ways to better support and work with them.
- Shows interest and empathy through active listening. Is approachable: listens actively, observes and acknowledges what they hear.
- Removes obstacles that may hinder potential improvements and ways of working in the team, i.e. need to expand and try new things.

Accountability:

- Admits mistakes, misjudgements or errors and immediately informs others when unable to meet a commitment, and seeks support to do this if needed.
- Strives for efficiency in every aspect of their work.
- Demonstrates willingness, ability and readiness to change attitudes and behaviours to achieve agreed outcomes, and works with team members to ensure these are reached.

Empowerment:

- Instils acceptance and optimism in the team.
- Allows time and space for people to open up, take appropriate risks, leading to a sharing of knowledge and open communication.
- Ensures that team and individual objectives are well-defined, shared and acknowledged by the organisation.

Collaboration:

- Collaboration is at the centre of all we do

ADDITIONAL INFORMATION**Diversity, Equity and Inclusion**

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

Safeguarding

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required

to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

Right to work in the UK

Candidates must have the right to work in the UK. If you are not sure about your right to work status in the UK and/or would like to discuss this, please contact recruitment.UK@london.msf.org

APPLICATION PROCESS

HOW TO APPLY

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation** by the closing date.

Application checklist

Please check that you have included the following in your application:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

Recruitment timetable:

- **Closing date for applications: 21 May 2023, 11.59pm (BST)**
- **Interviews: 30 and 31 May 2023 (in person at the London office)**

Accessibility

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting recruitment.UK@london.msf.org

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

For questions, issues or further information, please contact Recruitment.UK@london.msf.org.

For further information about the role please contact Clea.Gibson@london.msf.org

We look forward to receiving your application!