



DONOR SUPPORT MANAGER

Full-time, based in London

DEPARTMENT: Fundraising

REPORTING TO: Deputy Director of Fundraising

JOB PURPOSE:

As CST's Donor Support Manager, your key focus will be to lead our fundraising administration team in providing the highest quality level of care to our supporters and to deliver improvements to our donor experience. You will help to develop our small, committed, and professional administration team, guiding the transition towards more bespoke and focused service delivery, with donor satisfaction as the primary aim.

You will be responsible for ensuring a consistent, high-quality donor experience, taking ownership of the main responsibilities of the Donor Support Team.

Working closely with the Director and Deputy Director of Fundraising, colleagues across the organisation, and our trustees you will play a pivotal role in the achievement of the Department's goals and the development of new processes.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES:

Your key responsibilities for this role are as follows:

- always ensure the highest quality donor care
- manage the current team of three administrators
- drive a strategy of continuous improvement in all aspects of the Department's work
- liaise closely with, and support the Director and Deputy Director of Fundraising
- contribute towards the strong relationship between the charity, its lay-leaders, and its donors
- ensure that we have the appropriate IT systems to support the Department and its goals
- maintain the Department's high standards of output and conduct, making it a role model for best practice within our sector
- take ownership of the main responsibilities of the Donor Support Team including but not limited to:
 - managing our fundraising database to ensure a high level of accuracy
 - producing regular management reports
 - supporting fundraising events, including a 1,000-person annual dinner, assisting on site with their smooth running
 - managing the responses to incoming fundraising enquiries, requests, and gifts, ensuring these are processed to a consistently high standard within agreed timescales, and in a prompt, efficient, thoughtful and personalised manner
 - collate information and materials as requested by management, fundraisers, volunteers, and supporters
 - engage with CST management, trustees, committee members, table hosts, key lay leaders, and other stakeholders
 - prepare monthly income and expenditure reports as required by the Director of Fundraising
 - provide general administrative support to the fundraising team including managing diaries and deadlines



PERSONAL PROFILE:

You will need to have recent experience of:

- managing people and projects in a sales, marketing, or fundraising environment
- high quality customer care delivery (donor stewardship or customer service experience is preferred)

You must have the ability to:

- work calmly under pressure whilst maintaining a confident and friendly manner
- prioritise activities and focus on details, whilst not losing sight of the bigger picture
- define and deliver continuous improvements to our working practices and 'customer' facing output

Strong competences, essential to the role include:

- a willingness to acquire new skills
- written and verbal communication skills
- strong interpersonal skills
- a high level of numeracy
- commercial awareness
- organisational skills and time management
- IT skills including:
 - database applications: experience of managing data, ideally with Raiser's Edge, or similar fundraising or CRM products
 - intermediate Excel use
 - Outlook and Word to at least an intermediate level

You must be a team player, and have:

- a willingness to 'get stuck in' and help the team, as required
- the ability to play a key role in CST fundraising events, including our Annual Dinner
- a flexible approach to work, willing to work beyond 'regular hours' and 'job spec' as required

You will need an understanding of:

- the UK Jewish community, its institutions and culture, and CST's place and mission within it
- the sensitivity and confidentiality around elements of our work

Applicants are invited to submit their CV together with covering letter to careers@cst.org.uk, including **'Donor Support Manager'** in the subject heading.