



FUNDRAISING ADMINISTRATOR

Candidate Pack
July 2024



About CST



CST is the charity that **protects British Jews from terrorism and antisemitism**. It exists to ensure that Jewish people across the UK can lead the lives of their choice.

Widely recognised by police and government as a **unique model of best practice**, CST's research regularly informs public policy, helps to safeguard wider British society, and supports victims of antisemitism.

CST gained charitable status in 1994, though its origins lie in many decades of Jewish self-defence – both before and after World War Two. CST does not charge for any of its services and is almost entirely dependent on charitable donations to cover its costs.

Across the UK, 2,000 dedicated volunteers and over 100 members staff power CST's mission.

CST's mission



CST's mission is **to protect our UK Jewish community from antisemitism in both physical (primarily terrorism) and political forms**. This is what every member of CST's team does, whether staff, volunteers or trustees. We do it to facilitate British Jewish life, so people can lead the lives of their choice.

Everything that CST does should contribute to protecting our community and fighting antisemitism. Every staff role and every department exist so that CST can best fulfil its mission. **Together We Protect** is not just a slogan, it is the reality of what we aim to do.

We do our utmost, individually and collectively, in pursuit of CST's mission. We should ask: *What did I do today to protect our Jewish community, how can I do it better? What did I do today to support CST colleagues, how can we work better together?*

Every British Jew benefits from CST's work and service, either directly or indirectly. This is the protection we give to schools, shuls, communal organisations and events, or the work we do against terrorism and antisemitism.

We strive to work in partnership with all British Jews, regardless of religious or political affiliation, together in common cause. We can only ever be as strong as our community enables us to be. This is the other meaning of **Together We Protect**, it is the mutual dependency between CST and our Jewish community.

Job description



Job title	Fundraising Administrator	Salary	Up to £36K DOE
Reports to	Donor Support Manager	Department	Fundraising
Contract	Full time	Location	NW London

Job purpose

Our busy Fundraising Department is responsible for producing the income to meet CST's costs. The department's activities cover the entire UK and are strongly orientated towards major donors. Many of these are prominent members of our community who expect and deserve the highest level of customer service.

As a Fundraising Administrator you will be largely office-based and play a pivotal role in the achievement of the department's fundraising goals. You will work collaboratively as part of a committed and professional team as well as with other internal colleagues, donors, trustees and suppliers.

Areas of responsibility



Your key responsibilities for this role are as follows:

- Ensure at all times the highest quality donor care
- Support other team members, the Donor Support Manager and the Director and Deputy Director of Fundraising
- Play your part towards the overall fundraising efforts by:
 - Supporting fundraising events - including a 1,000-person annual dinner - by sending invitations, logging and responding to replies, and assisting on-site with the smooth running of the event on the day
 - Responding to all fundraising enquiries, requests and gifts in a prompt, efficient and thoughtful manner within agreed timescales - including processing donations, creating invoices and thank-you letters for donors
 - Accurately recording transactions and donor details on our database
 - Collating information and materials as requested by management, fundraisers, volunteers and supporters
 - Maintaining the department's high standards of output and conduct, making it a role model for best practice within our sector
 - Engaging as required with CST management, trustees, committee members, table hosts, key lay leaders, and other stakeholders

Personal profile

You will need to have relevant and recent experience of:

- A sales, marketing, or fundraising environment
- Delivering high quality customer care
- Daily use of business applications on a computer

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

Strong competences essential to the role include:

- IT skills commensurate with a modern business, including:
 - Experience of computerised databases, ideally with Raiser's Edge, Microsoft Dynamics or similar fundraising or CRM products
 - Outlook, Excel and Word to at least an intermediate level
- A willingness to acquire new skills
- Strong written and verbal communication skills
- Strong interpersonal skills
- A high level of numeracy
- Commercial awareness
- Organisational skills and time management

You must be a team player, and have:

- A willingness to 'get stuck in' and be prepared to get involved in whatever needs to be done to achieve the organisation's objectives
- The ability to play a key role in CST fundraising events, including our Annual Dinner
- A flexible approach to work, willing to work occasionally 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

How to apply



Closing date 19th July 2024

Applicants are invited to submit their CV together with covering letter to careers@cst.org.uk, with **'Fundraising Administrator'** as the subject header.

The interview process is as follows:

First round interviews: Week commencing 22 July 2024. Conducted by CST's HR Director and Donor Support Manager in CST's London Head Office.

Second round interviews: Week commencing 29 July 2024. Conducted by Deputy Director of Fundraising and Director of Fundraising and Marketing at CST's London Head Office.