**Fundraising and Membership Administrator**

**Based:** Central London

**Salary:** £10.87 per hour

**Contract:** Temporary Position. 2 days per week, for 4 months.

**Start date:** asap

**Are you looking for an excellent opportunity to gain hands on fundraising experience in a busy but friendly Museum environment?**

The Postal Museum opened just over two years ago, and since then has had enormous success with over 350,000 people through the doors. They’ve experienced our Museum, telling the story of the postal service across 400 years; Mail Rail, our underground railway which at one point carried more than 4 million letters a day; the Discovery Room,

where they can track down the story of their postal ancestors; learning programmes; tours; community programmes and more. In the time we’ve been open we’ve been nominated for numerous awards, had brilliant feedback on Trip Advisor, and attracted a much more diverse group of visitors than many other museums.

Because we’re so new we’re still finding out about the potential of our museum. There’s a lot to learn and some of that is with regards to our fundraising opportunities and new membership programme. We have people who are passionate supporters of ours and have been across a long period and we need to know how much we can grow that, and who we can attract from prospects and donors who will care about our stories and audiences.

We are looking for a Fundraising and Membership Administrator to support the development team, to provide general administration support, research on potential donors and prospects, and assist with events.

This role will offer practical experience and insight into the work of the fundraising team, membership, individual giving, research, use of a fundraising database and supporter administration which will in turn build invaluable skills that will be of benefit when applying for jobs in this field.

**The Fundraising and Membership Administrator’s key responsibilities are:**

**Administration**

* Providing administrative support to the Development Manager with a particular focus on the membership scheme and other long-standing fundraising campaigns
* Assist the development of communications to a range of donor groups
* Handling incoming calls, e-mails and assisting members and donors with any queries they may have.

**Prospect Research**

* Undertaking predominantly internet-based research on existing, warm, cold and lapsed funders and prospective funders, initially with a focus on the corporate sector, individuals and trusts & foundations
* Compiling information on spreadsheets and on our database, Salesforce
* Maintain excellent and accurate records on the CRM database
* Sourcing new funding prospects using a range of different sources.
* Identify, analysis, research and record key funding sources; and making recommendations of potential prospects for the development manager to review
* Explore local community funds or funding linked to boroughs to the museum
* Ensure that records are kept in line with GDPR regulations

**Events**

* Support the development manager to run stewardship events, assist and manage guest lists

**Other**

* Be prepared to work evenings or weekends as required
* Carry out any other duties as may be reasonably required by the Development Manager

**Time Commitment**

2 day per week for 4 months. Core working hours are 9am to 5pm.

**Person Specification**

**Experience**

**Essential:**

* Computer-literate (with experience using MS Office suite including Excel)
* Methodical, with a keen attention to detail
* Ability to work self sufficiently as well as within a team
* Proactive can-do attitude
* Demonstrable experience of multitasking
* Strong numerical skills
* Excellent telephone manner
* Strong time-management skills and ability to work well to external deadlines
* No experience of writing fundraising is required but a willingness and ability to learn fast and on the job is a must.

**Desirable:**

* Knowledge of CRM database
* An interest in fundraising

**Skills and Abilities**

* Excellent communication skills, written and verbal, able to communicate effectively with internal and external stakeholders
* Target-driven, strategic and creative
* Excellent attention to detail
* Flexible and independent, while being able to work as part of a team and learn from others
* Good at working independently, prioritising, managing reactive work, balancing multiple requirements, adapting to new situations and using own initiative.

If you’d like more information about the position please email Bridget Cusack, Development Manager on bridget.cusack@postalmuseum.org

Please apply using the application form by 21 Feb 2020 to applications@postalmuseum.org. Interviews will take place during the week of 24 Feb 2020.