

## JOB DESCRIPTION

Job Title	Commercial Administrator	
	Commercial Administrator	
Responsible To	Head of Commercial	
Date	March 2013	
Overall Objectives	Support the Commercial team in all aspects of administration and donor care.	
Main Responsibilities	Administration  Use Raisers Edge system for all donor management. Run events and membership through the RE system. Undertake donor analysis.  Work within the established administrative and financial systems to ensure smooth running/quality of projects. Contribute to the processes of forward planning, monitoring and evaluation. Develop working practices in line with Foundation of Light Equality and Diversity and Safeguarding policies. Be aware of, adhere to, and assist with the development of health and safety practices. Maintain the highest level of professionalism and confidentiality. Print accurate reports as requested and to schedule. Assist the Head of Commercial and BDM's in scheduling meetings. Provide administrative support to the Development Director. Assist wider development team in event delivery and admin. Assist wider admin team in meeting targets and deadlines. Greet guests for Development department and provide refreshments. Book and set-up internal and external meetings, provide refreshments and equipment as required. Follow up outstanding payments and invoices. Oversee Matchday schedule and invitations. Put into place any procedures and processes to ensure efficient working across the department. Maintain accurate statistics, create and maintain records and produce reports as required using the donor management system.  Donor Relations  Meet targets as per development plan and project plans. Ensure donors are recognised through receipt of benefits, thank you correspondence and appropriate invites. Support organisation of donor care and cultivation events. Co-ordinate, and administer donor reviews, correspondence and donor manager tasks. Work with Foundation accountant on quarterly reports and grant return notifications. Contact donors to project visits. Send donors are represented on website and in publications. Administer donor competitions.  Monitor and respond to customer complaints / queries within 48 hours. Develop donor care procedures and manual. Undertake annual donor care survey. Admini	

	<ul> <li>Read donor care strategy documents.</li> <li>Support Head of Commercial and BDM's in researching and categorising donors and potentials.</li> </ul>
	uired to carry out other tasks, not listed, to assist in the efficient operation of our business. At all times
you will be required t	o act in accordance with company policies, follow departmental procedures and maintain the highest
level of confidentiality	y.
TECHNICAL	IT / administration
SKILLS AND	Assisting/Writing applications for grants
KNOWLEDGE	Event organisation
	Donor analysis
	Mailing calendar/communication
	Market research
	CRM system usage (preferably RE)

Acceptance of the job description by the Employee:		
Signed		
Print Name		
Dated		