

ZARACH JOB DESCRIPTION

FUNDRAISING AND SUPPORTER ENGAGEMENT OFFICER

February 2026

KEY INFORMATION

Salary	Starting at £25,625 with progression up to £29,725 p/a (FTE)
Hours	Full-Time (35 hours a week) Some evening and weekend work required
Reporting to	Individual Giving and Supporter Engagement Manager
Holidays	28 days, plus Bank Holidays
Location	Hybrid role based between the Leeds warehouse and home, with at least two days per week at the warehouse. Some travel to other locations as required.
Term	An initial fixed term period of 12-months

MAIN AIMS OF THE ROLE

- Champion and demonstrate a commitment to the pursuit of Zarach's social mission and values.
- Play a vital role in supporting our fundraising campaigns and projects, helping to recruit new supporters to the Charity and caring for them through careful administration.
- Deliver high-quality, collaborative service to all internal and external stakeholders.

- Support the administration and logistics of supporter engagement activity across the Fundraising team.

KEY DUTIES AND RESPONSIBILITIES

SUPPORTER CARE

- Interacting with existing and prospective supporters via multiple communication channels, providing a professional, helpful and supporter-focused first point of contact.
- Supporting the delivery of supporter stewardship journeys, including welcome communications, thank-you processes, event follow-ups and impact updates, ensuring supporters feel valued and informed.
- Processing fundraising donations accurately and in a timely manner, ensuring all supporters receive appropriate, personalised and compliant acknowledgements.
- Maintaining accurate and up-to-date supporter records on Zarach's CRM (Salesforce), ensuring processes are consistent and compliance is maintained in line with GDPR and internal policies.
- Supporting data cleansing, segmentation and basic reporting to inform campaigns and supporter engagement activity under the direction of the Individual Giving and Supporter Engagement Manager.
- Managing supporter enquiries and complaints related to fundraising, dealing with them in a timely manner, ensuring they are recorded appropriately, and resolving them with the support of the Individual Giving and Supporter Engagement Manager where needed.

- Proactively identifying opportunities to improve administrative processes, supporter experience and ways of working within the Fundraising team, sharing ideas with the Individual Giving and Supporter Engagement Manager

SUPPORTER ENGAGEMENT

- Supporting the delivery of strategic projects in line with the Individual Giving strategy.
- Providing administrative and logistical support for Zarach-led fundraising events, including bookings, supplier liaison, materials, supporter communications and post-event administration.
- Working with individual and community fundraisers to support their fundraising efforts by helping set up campaign pages, sending out kit, and inspiring them with stories and impact.

GENERAL

- To be a champion and ambassador of the mission and values of Zarach in all aspects of work and in all interactions with Zarach stakeholders.
- Attend a quarterly (or other agreed frequency) 1-1 meeting and annual appraisal with your line manager to support you in fulfilling your duties and responsibilities and in reviewing your progress against set objectives.
- Attend required meetings (internally and externally) that support the development of Zarach, its team, ways of working and relationships with stakeholders.

- Identify and attend training that will support you in fulfilling your duties and responsibilities, and professional development and in ensuring that Zarach meets legal and best practice standards.
- Follow all Zarach policies and procedures and terms of your contract.
- Undertake any other reasonable duties that support the fulfilment of the main aims of this post and the ongoing development of Zarach.
- Manage any budgets assigned to you