

## ZARACH PERSON SPECIFICATION

### FUNDRAISING AND SUPPORTER ENGAGEMENT OFFICER

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications		<ul style="list-style-type: none"> <li>• A relevant qualification or training in fundraising, administration, customer service, data management or a related field.</li> <li>• Working towards or interest in professional development (e.g. Institute of Fundraising / Charity sector training).</li> </ul>	CV

Skills	<ul style="list-style-type: none"> <li>● Strong administrative and organisational skills, with excellent attention to detail.</li> <li>● Confident and professional written and verbal communication skills.</li> <li>● Ability to manage multiple tasks and priorities effectively in a busy environment.</li> <li>● High level of accuracy when working with data and financial information.</li> <li>● Good IT skills, including experience using databases/CRMs and Google Workspace.</li> <li>● Ability to handle supporter enquiries and complaints sensitively, professionally and in line with policies.</li> </ul>	<ul style="list-style-type: none"> <li>● Basic reporting or data handling skills to support fundraising activity.</li> <li>● Experience supporting events, campaigns or projects.</li> <li>● Understanding of GDPR and data protection principles.</li> </ul>	CV, cover letter and interview
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Experience	<ul style="list-style-type: none"> <li>• Experience in an administrative, supporter care, customer service or similar role.</li> <li>• Experience dealing with members of the public or external stakeholders.</li> <li>• Experience handling sensitive information confidentially and accurately.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working or volunteering in a charity, not-for-profit or public-facing organisation.</li> <li>• Experience supporting fundraising, marketing, events or community engagement activity.</li> <li>• Experience processing financial transactions or income (e.g. donations, payments, invoices).</li> </ul>	CV, cover letter and interview
Personal attributes	<ul style="list-style-type: none"> <li>• Highly organised, methodical and reliable, with a strong sense of ownership.</li> <li>• Supporter-focused, with empathy and an understanding of the importance of excellent supporter experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Comfortable working with processes and systems, and motivated by getting things “right”.</li> <li>• Flexible and adaptable in response to changing priorities.</li> </ul>	Cover letter and interview

	<ul style="list-style-type: none"> <li>● Proactive and solutions-focused, with the confidence to suggest improvements to ways of working.</li> <li>● Calm and professional when dealing with queries or complaints.</li> <li>● A collaborative team player who enjoys supporting others to succeed.</li> <li>● Aligns with Zarach’s values of being open, respectful, collaborative and aspirational</li> <li>● Mission focused</li> </ul>		
<p>A basic DBS check will be requested as part of the final stages of recruitment. Please email <a href="mailto:srish@zarach.org">srish@zarach.org</a> if you would like to see our DBS policy.</p>			