

Job Posting - Donor Care Administrator

At Human Concern International, we are more than just a great and open place to work — our work is life-changing. Together, we strive to move families from crisis to sustainability. Over 40 years ago, HCI was inspired by three volunteers' wish to transform the lives of Afghan refugees in Pakistan. Today, with our volunteers, donors, and staff, HCI has delivered more than \$250 million in aid, transforming countless lives in over 40 countries.

With our expansion now to the UK, we are seeking a detail-oriented and personable **Donor Care Administrator** to support our fundraising efforts and ensure excellent donor stewardship. This hybrid role blends donor engagement with administrative responsibilities, playing a key part in maintaining donor relationships, processing contributions, managing records, and supporting the overall efficiency of the development team.

Position Title: Donor Care Administrator

Pay: £12.60 per hour

Location: Remote / Hybrid

Terms: Permanent part-time - 20 hours per week

Deadline to Apply: Ongoing until the position is filled

Key Duties and Responsibilities

Donor Care & Stewardship

- Serve as the primary point of contact for donor inquiries, ensuring timely, accurate, and warm communication.
- Process donations and generate acknowledgment letters, thank-you notes, and receipts.
- Maintain up-to-date and accurate donor, donation and compliance records in the CRM/database.
- Support donor retention efforts by coordinating mailings, email updates, and stewardship campaigns.
- Assist in planning and executing donor appreciation events, both in-person and virtual.
- Assist in planning and executing fundraising events, with a focus on administrative support and donation, donor and volunteer management. Attendance at events will be required.
- Monitor donor engagement trends and provide regular reports on donor activity and retention.

Administrative & Office Support

- Provide administrative support to the fundraising and leadership teams, including scheduling meetings, preparing documents, and managing calendars.
- Organize and maintain electronic and paper filing systems.
- Coordinate logistics for team meetings, board meetings, and fundraising events.
- Assist with drafting correspondence, reports, presentations, and donor materials.
- Track fundraising deadlines and assist with proposal/grant submissions.



- Handle incoming and outgoing mail, office supplies, and general office coordination (if onsite).

Data Management & Reporting

- Enter and update donor and gift information in the CRM system (e.g., Salesforce, Raiser's Edge, or similar).
 - Run regular donor and fundraising reports for internal use and board reporting.
 - Ensure data integrity and confidentiality of donor information.
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Qualifications, Skills, and Experience

- Relevant work experience in donor services, administration, or customer service may substitute for education. Bachelor's degree preferable.
 - 2+ years of experience in donor relations, fundraising support, or administrative assistance.
 - Strong written and verbal communication skills; a friendly and professional demeanor.
 - High attention to detail and accuracy, particularly in data entry and written communication.
 - Experience with CRM systems (e.g., Salesforce, Raiser's Edge, DonorPerfect) is highly desirable.
 - Proficiency in Microsoft Office Suite, Google Workspace, and basic office tools.
 - Ability to handle confidential information with discretion.
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Our Offer

Some travel, as well as evening and weekend work, will be required.

If you are interested in this position, please email a cover letter and resume to careers@humanconcernuk.org with the subject heading "Donor Care Administrator".

We appreciate all applications; however, only candidates selected for an interview will be contacted.