

Job Description & Person Specification

Position: Fundraising Coordinator

Reports To: Director of Fundraising

Levelling Framework: 6B

Salary Range: £25,789 - £28,654

Contract: Fixed Term (3 months)

Hours Per week: 35

Working Relationships: working closely with the Head of Events and Sponsorship and the Head of Data and Insights

Our Values and Behaviours

To act in accordance with “Our Values and Behaviours” at all times when delivering your role, ensuring that “Kindness”, “Respect”, “Belonging”, and “Empowerment” are fundamental to your behaviour.

Kindness We create an environment where everyone can thrive. Our behaviours: Empathy – We understand diverse perspectives and experiences. Compassion – We are considerate of others and are generous with our time. Supportive – We build and maintain positive relationships. 	Respect We respect people's human rights and act with integrity. Our behaviours: Dignity – We value and respect people, recognising their right to choice. Integrity – We do the right thing even though no one may be watching. Fairness – We treat others how we would wish to be treated ourselves. 	Belonging We pride ourselves on being a Norwood Family. Our behaviours: Trust – We build a safe environment for people to flourish. Inclusivity – We value difference and celebrate diverse voices. Collaboration – We connect with others to form a positive community. 	Empowerment We enable people to reach their potential. Our behaviours: Accountability – We make a positive impact and get things done, owning our actions and decisions. Innovation – We encourage people to be curious. Ambition – We strive for success in everything we do. 
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Policies and Procedures

In addition to undertaking the accountabilities as outlined below, the post holder will be expected to fully adhere to all Norwood policies and procedures which are referenced in the employment contract and Norwood's intranet.

Role Summary

Provide high-quality administration and coordination across Norwood's fundraising activity, working closely with the Head of Events and Sponsorship and the Head of Data and Insights. A key focus will be the Norwood Dinner on 16th November 2026, from invitations and guest information through to accurate records and post-event follow-up. The role will also support other fundraising events, donor administration and supporter care throughout the contract.

Key Accountabilities

- Norwood Dinner and event support
- Maintain invitation, RSVP, guest, table host and seating records; prepare accurate lists, briefings, name badges and event materials.
- Respond promptly and professionally to guest and table host queries; log dietary, access and other relevant requirements securely.
- Track changes with the Events team and help coordinate registration, on-the-night guest amendments and post-event records.
- Record pledges and follow-up actions accurately, working with fundraisers, Data and Insights and Finance under agreed processes.
- Fundraising administration and supporter care
- Maintain accurate donor and event records in Raiser's Edge and agreed trackers, following data protection and access controls.
- Prepare acknowledgements, receipts, correspondence and mail merges for review and approval where required.
- Help monitor shared enquiries and administrative deadlines, directing donor or relationship matters to the relevant fundraiser.

Working arrangements and standards

- Work with the Head of Events and Sponsorship and the Head of Data and Insights to agree priorities and coordinate accurate event and donor records. Collaborate with colleagues across Donor Engagement.

- Handle personal and financial information with discretion, follow donation processing controls, and escalate discrepancies promptly.

Person Specification

	Essential	Desirable	Evidence
Qualification(s)	-	-	Cover Letter / CV / Onboarding
Experience	• Strong administration and coordination experience in a busy, deadline-driven setting. • Excellent attention to detail with guest lists, records, payments and correspondence. • Confident use of Excel, Word, Outlook and a CRM or similar database.	• Fundraising or charity experience, including donor acknowledgements and gift administration. • Experience of major events, table hosts, invitations, RSVPs and post-event pledge follow-up. • Experience using Raiser's Edge or Raiser's Edge NXT.	CV / Interview / Onboarding

	• Warm, clear communication with supporters, colleagues and senior stakeholders. • Ability to prioritise varied requests and work calmly during an event deadline.		
Knowledge & Training	-	-	Cover Letter / CV / Interview
Personal Qualities & Attributes	-	-	Cover Letter / CV / Interview

All roles require a DBS check and satisfactory clearance under Norwood's safer recruitment policies. We are committed to safeguarding the wellbeing of our people and maintaining a respectful, safe environment.

This job description is not exhaustive and may be updated as accountabilities evolve.