Job Title: Fundraising & Supporter Care Administrator

The Role

This is your chance to help disabled people feel unstoppable.

As the Fundraising & Supporter Care Administrator at Spina Bifida Hydrocephalus Scotland you will be coordinating our work to connect with our supporters and managing our CRM to bring out the joy in doing good among our supporters.

The Fundraising & Supporter Care Administrator will provide essential administrative support to the fundraising team, ensuring smooth operations and excellent donor care. This role is key to maintaining accurate records, processing donations, and supporting fundraising campaigns and events.

This is an exciting time to be joining the charity with a new five-year strategy, currently in year 2, setting out ambitious plans to grow the charity's impact and income.

We are looking for a creative thinker, with a proven track record in building movements and engaging with supporters using a variety of methods.

What Spina Bifida Hydrocephalus Scotland can offer you

Flexibility – We offer flexible working, including the opportunity to work from home or around caring responsibilities.

An opportunity to express yourself – Staff scored SBH Scotland as 8 out of 10 for being supportive in taking risks with new ideas.

We also offer: Workplace pension scheme; salary sacrifice scheme; death in service benefit; paid Carers Leave; 30 days annual leave entitlement and 4 days Public Holidays; an additional day off for your birthday and wellbeing days.

Reporting to: Challenge Events and Community Fundraising Manager

Place of Work: Hybrid office/home-working model with base being the Dan Young Building, Dullatur G68 0LS. Occasional travel within Scotland to accommodate needs of the team. 60/40 split of working in the office, at key dates of the year it will be required to be in the office full time.

Working Hours: 20 hours per week, with working pattern can be discussed. Core working hours are normally between 10am and 2pm, Monday to Friday. (Flexibility around working pattern.)

Salary: £24,969 pro rata, 20hrs - £14,268.

Closing date: Thursday 19th November 2026

Proposed interview date: Wednesday 25th November 2026

Key Responsibilities

To be as unstoppable as the people we support.

- To deliver exceptional donor and supporter care, responding promptly and professionally to enquiries by phone, email and post, and preparing thank-you letters and receipts.
- To build positive relationships and support community fundraisers with materials and guidance.
- To bring a positive, proactive and team-oriented approach, with a commitment to the values and mission of Spina Bifida Hydrocephalus Scotland.

To be innovative and creative in your role.

- To provide organised administrative support for fundraising campaigns, appeals and events.
- To co-ordinate event logistics, including booking venues and managing guest lists.
- To manage the fundraising inbox and post, and order and maintain fundraising materials and merchandise.
- To use strong administrative and organisational skills to manage multiple priorities.
- To communicate confidently and effectively through phone calls, emails, letters and in-person conversations.

A commitment to continuous learning and improvement.

- To accurately record and process donations using Raiser's Edge, maintain up-to-date supporter records and ensure compliance with GDPR.
- To prepare regular reports on fundraising income and donor activity, with excellent attention to detail and accuracy.
- To work with the finance team to reconcile income, ensure accurate coding and carry out banking as required.
- To support Gift Aid claims and maintain compliance with fundraising regulations.
- To bring proficiency in Microsoft Office and experience of CRM systems such as Raiser's Edge or Salesforce; experience of Raiser's Edge is desirable.
- Previous experience in fundraising or the charity sector is desirable but not essential.

Person Specification – Fundraising & Supporter Care Administrator

Criteria	Essential	Desirable
Qualifications / Experience	• Strong administrative and organisational skills, with the ability to manage multiple priorities. • Experience of using CRM systems to maintain accurate records. • A track record of engaging supporters through a variety of methods and building positive relationships.	• Experience in fundraising or the charity sector.
Knowledge and Skills	• Proficiency in Microsoft Office. • Excellent attention to detail and accuracy in recording donations, maintaining supporter records and preparing reports. • Confident written and verbal communication by phone, email, letter and in person. • Ability to provide prompt, professional donor and supporter care. • Ability to co-ordinate event logistics and provide administrative support for campaigns and appeals. • Ability to maintain confidentiality and handle supporter information in accordance with GDPR. • Ability to work accurately with financial information and support income reconciliation and Gift Aid administration.	• Experience of Raiser's Edge.
Personal Qualities	• A positive, proactive and team-oriented approach. • A creative approach to engaging supporters. • Commitment to exceptional donor and supporter care. • Commitment to the values and mission of Spina Bifida Hydrocephalus Scotland. • A commitment to continuous learning and improvement.	
Circumstances	• Able to work 20 hours per week within an agreed working pattern. • Able to work within the hybrid office/home-working arrangement, based at the Dan Young Building, Dullatur, with full office attendance at key times.	• Able to undertake occasional travel within Scotland to meet the needs of the team.