



Humanitarian Aid Relief Trust

Donor Relations Officer (full-time) Bristol, UK, starting January 2025

Humanitarian Aid Relief Trust (HART) is an international development charity. We go where others won't, providing assistance and advocacy to people in forgotten conflicts. Find out more: www.hart-uk.org

SUMMARY OF ROLE

Collaborating with the CEO to:

- Learn and evolve HART's Fundraising Strategy.
- Deepen relationships with our existing major-donor network.
- Build connections with individuals or groups who represent our future major-donor network.

You will play a crucial role in:

- Sustaining the work of the charity.
- Taking our Fundraising Strategy to the next level.
- Maximising resources for our international humanitarian partners.

Play your part in achieving HART's bold objectives: to save and transform lives in some of the world's forgotten conflicts.

WHAT YOU'LL BE DOING

As the Donor Relations Officer (DRO), you will maximise charitable income through excellent major-donor stewardship. You will work under the supervision of the CEO to ensure key activities are managed and delivered on time and to a high standard.

Fundraising

- Working closely with the CEO to support the implementation and development of HART's Fundraising Strategy.

- Maintaining a portfolio of existing and potential major donors, including records for reporting and re-application.
- Providing excellent stewardship, using innovative ways to keep major donors engaged and informed of their positive impact.
- Coordinating HART's bi-annual fundraising events, and ad hoc meetings with individuals or groups.
- Supporting HART's annual Big Give campaign.
- Where appropriate, representing HART at public speaking and networking events.

Information management, monitoring and evaluation

- Take responsibility for ensuring that full records of contacts are maintained, and relevant reports are produced, in line with GDPR best practice.
- Establish appropriate means of monitoring and evaluating activity, and ensure that major donors receive regular and high-quality reports as required.
- Work proactively across the organisation to keep abreast of new developments within HART and new fundraising opportunities.

Administration and finance

- To be first point of contact for enquiries by telephone, email and post, ensuring excellent care of existing and potential donors.
- Ensure that donations are quickly and correctly processed and acknowledged and that reports are available in the appropriate format.
- Liaise with the finance team to ensure all income/budget information is filed and accurate.

Other duties may, from time to time, be necessary and compatible with the nature and grade of your post.

ABOUT YOU

To be successful in this role, you will have:

- A commitment to HART's aims and objectives.
- Excellent communication skills with the ability to:
 - Write clearly and accurately;
 - Convey complex international conflicts and humanitarian solutions in an way that is easy to understand and accessible;

- Shape effective messaging for donor engagement.
- Excellent interpersonal skills, always engaging with colleagues and donors in a positive and friendly manner.
- Good IT skills, including Microsoft Excel, Word and Outlook.
- Attention to detail.
- High resilience with the ability to:
 - Work under pressure;
 - Manage multiple priorities, often to changing and competing demands.

WHAT WE OFFER

- A starting salary of £24,948.
- Entitlement to 38 days' paid holiday per year, including the usual public holidays in England and Wales and fixed closure over the Christmas period.
- Flexible working hours, with an expectation of three days per week in our office in Bristol.

To apply, send your CV and a covering email to:

beth.stephens@hart-uk.org

Deadline: Saturday 16 November 2024