# Job Description

**Job title:** Appeals Coordinator

**Line Manager:** Red Box Fundraising Director

**Purpose:**

To provide effective and consistent administrative support to ensure fundraising appeals for Missio and the Mill Hill Missionaries are administered efficiently.

**Responsibilities:**

* To work collaboratively with colleagues to provide effective administrative support to Missio and Mill Hill Missionaries fundraising;
* To maintain a rolling schedule of parish-based appeals, maintaining a consistent contact process to request appeal opportunities from Parish Priests and Red Box Local Secretaries.
* To liaise with Appealers and Parishes to confirm arrangements for appeals, including travel arrangements, distribution of promotional materials etc.
* To establish Appeal arrangements including stipendiary remuneration and/or expenses if applicable;
* To develop and maintain close relationships with Diocesan Organisers, Local Secretaries and Appealers to ensure that all feel supported effectively;
* To ensure that all relevant materials are despatched in a timely manner to ensure that they are available for appeals;
* To ensure that accurate appeal records are maintained in an agreed format;
* To record post appeal reports and provide information to relevant Mill Hill Missionary Appealer/Lay Appealer, Diocesan Director, Parish Priest and Local Secretary as appropriate
* To identify any trends, or issues of note from post appeal reports and bring to the attention of the Red Box Fundraising Director
* To maintain Red Box supporter and volunteer data, including accurate Local Secretary records and database changes;
* To maintain appropriate levels of fundraising materials at Freshfield and Maidenhead
* To provide prompt and welcoming telephone and personal caller/reception response;
* To respond to supporter enquiries accurately and respond to material requests in a timely manner

**Any other related activities that may be required by Red Box Fundraising Director**

**Essential:**

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| **Competency** | **Criteria** | **Assessment** |
| Good written and spoken communication skills  | * Ability to communicate clearly on the telephone and in undertaking administrative tasks
 | * Covering letter
* CV
* Interview
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| Ability to use Microsoft Office, particularly MS Word and MS Excel  | * Provides examples of use in an office context
 | * Covering letter
* CV
* Interview
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| Experience working within an administrative team | * Provides examples
 | * Covering letter
* CV
* Interview
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| Enthusiasm for work in a busy office environment with a positive can-do attitude. | * Provides evidence in CV

and Interview | * Covering letter
* CV
* Interview
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| Ability to follow instructions, pay close attention to detail and record data accurately.  | * Provides examples
 | * Covering letter
* CV
* Interview
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| Ability to work calmly and competently under pressure and achieve deadlines | * Provides examples
 | * Interview
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| Self-motivated and able to prioritise work to achieve deadlines without compromising quality. | * Provides examples
 | * Covering letter
* CV
* Interview
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| Commitment to working flexibly and collaboratively with colleagues | * Provides examples
 | * Interview
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**Desirable:**

* Experience of using computerised contact databases
* Experience of working within the Catholic Church and/or charity sector