

JOB DESCRIPTION: LEGACY AND FUNDRAISING OFFICER

1. Responding to supporter enquiries regarding leaving legacies to Animal Aid via telephone, email and written communications.
2. Working with the Head of Fundraising to plan and execute legacy promotions.
3. Liaison with solicitors regarding legacy case work.
4. Maintain a legacy pipeline with up to date information and share with key stakeholders.
5. Identify and resolve any problematic cases.
6. Provide status reporting to key stakeholders.
7. Identify and communicate any potential issues such as IHT and contested wills.
8. Stay up to date with charity / legacy trends and external factors affecting legacy income.
9. Update supporter database with legacy notification and deceased information.
10. Contribute to fundraising strategic plan.
11. Support to the fundraising team in responding to supporter enquiries via telephone communications, email and written communications.
12. Donation processing.
13. Maintaining database with supporter communications.
14. Any other appropriate duties at discretion of Head of Fundraising, General Manager or Director.

The Legacy & Fundraising Officer post is a part-time, 3 days/week position.

Whilst this position is largely office based, work outside normal office hours will be required (e.g. relating to conferences, talks and exhibitions). Time in lieu will be given as appropriate.

PERSON SPECIFICATION: LEGACY OFFICER

- Warm, empathetic, and a natural relationship-builder.
- Experience in legacy fundraising, or an experienced fundraiser with willingness to learn.
- Highly organised with excellent attention to detail.
- Excellent written and verbal communication skills, with the ability to handle sensitive conversations tactfully.
- Committed to the objectives of Animal Aid and be in tune with our ethical, vegan stance and outlook
- Self-motivated
- Digitally literate and familiar with communications and Customer Relations Management software
- Flexibility to help colleagues in other areas of our work as and when required such as answering the telephone, sending out resources