

Charity Administrator (Focus: Fundraising & Community)

Location	Dawes Road Hub, Fulham, SW6 7EN. Fully office based or Hybrid with the need to be office based or out in the community a minimum of 2 days a week on average
Salary	circa £30,000-£35,000 subject to experience
Contract	Full time or Part time (minimum 4 days per week), Permanent Job shares/proposals for flexible working welcome
Reporting to	Executive Director
Responsible for	No direct reports
Benefits	28 days annual leave plus bank holidays Up to 8% employer contribution to pension

Application process

To apply, please send a CV and short covering document or email with answers to the following questions, addressed to the Executive Director Louise Wilson, to team@hfgiving.org.uk:

- What excites you most about working for H&F Giving in this role? (250 words maximum)

- What do you think are the three most important qualities a successful Charity Administrator needs to be successful in this role and why? (250 words maximum)

Applications should be received no later than 12pm on Wednesday 7th May.

Panel interview – Thursday 15th / Friday 16th May

An additional interview and presentation may be required as a final stage.

Ideal start date: ASAP

These dates may be subject to change and applicants will be advised in advance should this happen. Please advise your availability to interview in your application.

H&F Giving requests no unsolicited contact from agencies or media sales.

The organisation

[H&F Giving](#) is a charitable foundation set up to support areas of need in the London Borough of Hammersmith & Fulham (LBHF). Densely populated and diverse, H&F is a borough with stark levels of inequality: we aim to connect the borough, so that every person and every generation can give what they can, or get what they need, to thrive.

Founded in 2018 in partnership with [Hammersmith United Charities](#) (HUC) and [Dr Edwards & Bishop King's Fulham Charity](#) (DEBK), we are part of the wider [London's Giving](#) place-based giving movement, which is designed to mobilise communities to give and support areas in need in their localities. Since we started, we have grown into a charity with an annual turnover of £0.5m+; and are working hard to become the go-to organisation in the London Borough of Hammersmith & Fulham, for funders and donors to understand and meet the needs of local people.

Since 2018, H&F Giving has distributed over £1.8 million to community groups in the borough, supporting local organisations that make a big difference including by supporting digital literacy, helping refugees, or people affected by the cost-of-living crisis. In the last year, through our Digital Support Fund, the Earls Court Community Fund (administered for Earls Court Development Company) and the Winter Support Fund (administered for the Hammersmith & Fulham Council), we've funded close to 50 community organisations in the borough supporting more than 10,000 residents. As part of our core activities, H&F Giving runs a range of targeted appeals and campaigns in the borough to unlock support. This includes raising funds for a Christmas Day lunch for older and vulnerable people, who would otherwise spend the day alone. We have also been the conduit to providing essential kit such as computers and refurbished bikes to people that need it in the community.

Our growth has been fuelled by mobilising hundreds of (corporate, foundation and individual) donors to give more than £350,000 to help local people in need. It also would not be possible without the generous support of key stakeholders including HUC and DEBK as our founding partners, City Bridge Foundation, and the local authority.

H&F Giving recently commissioned the report: [Building a strong and connected community: Identifying needs in Hammersmith and Fulham](#) to better understand the need in our local community. We are currently digesting the results of this research and creating an action plan in response to its findings and a campaign to unlock new funds for the community that we expect to launch in Summer 2025.

We will need the generosity of our local community to support our ambitious future plans. As well as collaborating with local government and statutory services, we will also seek to work with local philanthropists, corporates, foundations and individual givers. Together, we can continue to build a stronger, more inclusive community where everyone has the opportunity to thrive.

The opportunity

As Administrator you will organise and carry out activities required to ensure the smooth running of the charity, proving administrative support to the Executive Director and other staff. Duties will include supporting in a range of fundraising and grants administration tasks including prospect research as well as event, communications, database (Salesforce) and website administration. Much of the data for

fundraising and recording for monitoring and evaluation of our grants is collected via Salesforce embedded in our website function so you will be ensuring this data is complete, accurate and up to date. You will also be the first point of contact over the phone and in person (when based in the office) for H&F Giving's key audiences including supporters, volunteers, corporate and non-profit partners.

A flexible approach to work is required, to ensure you can take on a range of tasks and elements of the role can be shaped to ensure you have exposure to learnings and specific areas of interest for your own personal development. Excellent communication skills, including a confident telephone manner, are essential. A solid understanding of office-based administrative systems is required, along with experience of maintaining office systems and relevant IT skills. Finally, you will show a commitment to the core values and ethos of the organisation.

About you

This is a terrific opportunity to take on a varied and flexible administration role in an organisation at a pivotal point of development that is growing to its next stage of maturity and have a material impact in the community. We are seeking an individual who is passionate about community that is - or has the potential to be – an excellent administrator that will support key charity functions.

It is important to be in touch with what is happening in the borough and be present with the growing H&F Giving team where needed, so the role is expected to need a presence in the office and/or at events in the borough when needed. Some evening and weekend work may be involved, particularly for events. However, the role and the working environment remains flexible with opportunities hybrid home/office working in line with organisational and team needs and can be fully office based should that be your preference.

The role is seconded from Hammersmith United Charities as part of our founding partner's support for H&F Giving. For details see our website: [Home - H&F Giving \(hfgiving.org.uk\)](https://hfgiving.org.uk). Contact team@hfgiving.org.uk for more information.

Key responsibilities

- To be responsible for a range of administration tasks that will support key charity functions at H&F Giving including fundraising, communications, events, grants and finance administration
- To support in delivering marketing and communications activities such as events and social media to key audiences, such as supporters, volunteers, corporate and non-profit partners
- To be the first point of contact for callers and visitors both over the phone and in person (when based in the office) including responding to queries from current and prospective supporters and grantees.

Principal Duties

Fundraising & Communications:

- Fundraising administration including prospect research, supporter communications and fundraising database management

- Assisting with marketing campaigns for fundraising, events and grants via print, online, social media, leaflet and poster distribution
- Content creation and management of digital communications channels including sending out communications via Mailchimp
- Writing, editing and proofreading content for a range of channels including website and funder reports
- Responding to enquiries via social media and email including ones from other charities, grantees, supporters and residents
- Maintaining and adding to a contact database and mailing list

Grants & Community:

- Supporting the Executive Director and staff team to design, communicate and implement positive and strengthening grant-making programmes for the organisation and the community
- Providing administration for grant programmes including support in due diligence and grant monitoring, as well as non-funding offerings for community groups, including in-kind contributions from corporates, or volunteering opportunities
- Signposting community groups to other funders or organisations, when appropriate
- Attending networking forums and facilitating staff and trustee visits where needed

General:

- Implementing GDPR and data retention policies
- Set up, manage and attend internal and external meetings and take minutes where needed
- Processing invoices and grant payments, managing petty cash, database, stationery, and the office
- Assisting with any other tasks, which may from time to time reasonably be required

This job description is issued as a guideline to assist you in your duties, it is not exclusive or exhaustive, and it may be regularly reviewed to ensure it is an accurate representation of the post. You may, on occasion, be required to undertake additional or other duties as may reasonably be expected within the scope and grading of the post and according to the needs of the charity.

Experience & Qualities

The ideal candidate will be able to demonstrate the following:

	Essential	Desirable
Skills and experience		
Excellent administration skills with the desire to learn new systems and databases as needed	x	
Good interpersonal skills and a track record for collaborative working and building sustainable relationships at all levels	x	
Excellent written and verbal communication skills. Able to assimilate information clearly and prepare appropriate, clear and concise content.	x	

Experience working in a hybrid office working environment and/or involvement with local community projects		x
Hands on experience of fundraising databases (ideally Salesforce)		x
Strong IT skills including Word, Powerpoint, Excel, including tables, formulas, data handling and digital media platforms	x	
Experience of generating content for social media campaigns and evaluating results.		x
Web management experience, including generating content for news pages and producing and mailing out e-newsletters.		x
Experience processing invoices, expenses, filing.		x
Reporting and analytical skills. Evidence of creative thinking and problem-solving skills	x	

	Essential	Desirable
Personal Qualities or Attributes		
You have experience of or live in the Hammersmith & Fulham area		x
Passion for the local area and change in Hammersmith & Fulham	x	
A team player who is also a self-starter and happy to work independently to develop and deliver objectives	x	
Well organised and structured with an eye for detail	x	
Passionate, driven and committed to delivery	x	
Flexible and comfortable with change and working in a start-up, small charity environment	x	
A commitment to equity, diversity and inclusion	x	
Champion of using data to learn from and revising processes to be more effective	x	
Able to obtain a clear DBS certification (provided)	x	

We aim to recruit the person who is most suited and welcome applications from people of all backgrounds who represent our borough – people of all ages, sexual orientations, genders, nationalities, religions and beliefs.

By submitting your application, you are consenting to the processing and storage of your personal data in order that you can progress through our recruitment and management process. We will never sell your data however we are obliged by law to inform you that should we be required to we may share your data with external agencies. This may include but is not limited to CareCheck (a service for managing and processing Disclosure & Barring Service clearance applications), Hammersmith United Charities (one of our founding partners who provide support services to H&F Giving) and our HR Advisors. We will also contact those individuals you name as your referees to confirm your suitability for the role you are

applying for. Your data will only be used for your role and to comply with our statutory and legal obligations. If your application is unsuccessful, we will retain your information for 6 months; after this date it will be safely destroyed. If your application is successful, we will retain your information for the duration of your commitment and up to 6 years after you cease employment.

April 2025