



**The London
Community
Foundation**

Supporter Care and Finance Officer

Recruitment pack - October 2024

Registered Charity 1091263

Welcome!

Thank you for your interest in joining The London Community Foundation as our **Supporter Care and Finance Officer**. At The London Community Foundation, we are passionate about driving positive change across London's diverse communities. For over 20 years, we've been working tirelessly to connect people who care with causes that truly matter, distributing more than £127 million in grants to hundreds of grassroots organisations that address some of the city's most pressing social issues. As a charity with a bold vision, we believe local people are best placed to understand the challenges and opportunities within their communities. We are proud to support innovative and impactful projects that help tackle inequality, homelessness, poverty, and social isolation. Our work is rooted in building strong relationships with donors, partners, and grassroots organisations, ensuring that every contribution makes a tangible and lasting difference.

This is where you come in. The **Supporter Care and Finance Officer** role is an integral part of our team, bridging the gap between our finance and fundraising functions. In this role, you will have the opportunity to support our mission by managing both the financial operations and donor relationships that enable us to deliver our impact. You will ensure that every interaction with our supporters is positive, professional, and contributes to a lasting partnership. At the same time, you will help maintain the financial integrity of our organisation by ensuring that donor contributions and grant allocations are processed smoothly and accurately.

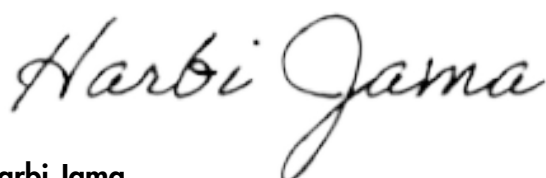
Your work will involve managing our supporter care systems, streamlining financial processes, and working closely with our development and communications teams to support fundraising efforts. This role is vital in ensuring that our donors feel valued and appreciated while maintaining high transparency and accountability in our financial processes.

At The London Community Foundation, we are committed to creating a collaborative and supportive working environment where every team member can thrive. We value diversity, innovation, and the passion to drive social change. Joining our team means becoming part of a network of dedicated professionals who are all working toward the common goal of building stronger, more resilient communities across London.

We are looking for someone who is detail-oriented, experienced in finance, and genuinely passionate about delivering excellent supporter care. Your skills and expertise will be key in helping us maintain strong relationships with our donors while ensuring that our financial operations run smoothly. In this role, you will report to our Senior Finance Manager, Andrew Williams. I would describe him as a supportive manager who has a wealth of knowledge and will help you become your best in the role.

If you are excited by the opportunity to contribute to a purpose-driven organisation and are ready to make a real difference in the lives of London's communities, we encourage you to apply for this role. We look forward to welcoming someone who shares our commitment to building a better, more inclusive London.

Best wishes,



Harbi Jama
Director of Development and Communications





Our commitments to you

To represent London in all its glorious diversity, our people must reflect our work.

We are committed to challenging ourselves to be more inclusive and diverse in how we operate. This includes our recruitment experience. We have a series of commitments to help us attract diverse talent. Throughout our recruitment process, we will:

- Ensure a diverse interview panel wherever possible
- Provide additional accessibility support for applicants, where requested
- Share first-stage interview questions with candidates beforehand
- Never ask for your current salary or degree level education
- Provide an opportunity to meet members of the team
- Always advertise the salary band of our vacancies (#ShowTheSalary)
- Seek active feedback from you on the recruitment experience

The London Community Foundation

We help Londoners make a difference, right here where it matters most.

London is the greatest city in the world. But London is a polarised city, of extreme inequality, of haves and have-nots. It is a city with the country's greatest wealth, but also the worst deprivation, where people struggle just to get by.

The fact that people in our city experience London so differently should cause us all to feel unease, and concern. We believe in a London where everyone has a fair chance. We believe in a London that comes together for its neighbours.

And London is a city where ordinary but remarkable people are rising to those challenges, every day, and making change happen. That change is happening through local, small, community organisations, which people who are most excluded and feel most alienated, trust and turn to. That change is made possible by inspiring community leaders, who often have personal experience of the challenges they are helping their communities overcome.

We believe in the vital role local community organisations and their leaders play. We believe in listening, and trusting people to know what their challenges are.

We also believe in the generosity and solidarity of Londoners, wanting to make a difference to where they live and work.

We know communities can identify their own responses to the challenges they face, but often lack the resources. Our task is to support them. We do that by championing local organisations, connecting funders to them, channelling funds to their work, and supporting them directly to be stronger.



Our vision

A strong and diverse civil society, that tackles disadvantage and creates greater equity in London.

Our purpose

Through good philanthropy, our knowledge and expertise, we convene donors to invest in charitable organisations working to overcome the issues affecting London.

Our people

Our team and board come from diverse backgrounds, with different skills, experience and perspective, but unified by their ambition for London.

Our values

We are:

- Equitable
- Accountable
- Responsive
- Collaborative
- Impactful



Role description

Supporter Care and Finance Officer

Reporting to

Senior Finance Manager

Key relationships

Director of Development and Communications
Chief Operating Officer

Budgetary responsibility

None

Direct reports

None

Contract

Permanent (35 hours per week)

Location

London / Hybrid (1-2 days in the office)

Salary

£33,949 to £38,192 per annum,
dependant upon experience

Level

Support Team

Purpose of the role

The Supporter Care and Finance Officer will manage and administrate the fundraising and communications database (Salesforce), ensuring accurate and efficient supporter care and fundraising processes. This role is essential in enhancing supporter experience by developing the customer relationship management system, providing insights to colleagues to optimise their understanding of supporters, and ensuring smooth financial management.

Key responsibilities include overseeing the allocation and reconciliation of financial data, maintaining accurate fundraising records, and supporting the senior finance manager with financial services and reporting. This role will actively support key donor accounts to ensure correct financial management, invoicing, and coding.

This is an excellent opportunity to join a passionate organisation. Assisting the seamless integration of supporter care and financial operations will contribute to the growth and success of a dynamic team.



Key duties and responsibilities

Support the Development and Communications Team:

- Manage the supporter care needs of the team, ensuring that every interaction with donors is positive and professional.
- Support the donor journey from initial contact to continued engagement, ensuring seamless communication, retention, and acknowledgement.
- Respond to supporter inquiries, complaints, and feedback, ensuring timely and thoughtful communication.
- Maintain and improve the CRM system to enhance the accuracy of donor data, tracking, and reporting.
- Monitor and report on supporter care metrics, analysing trends to improve processes.
- Ensure that funds are coded correctly and that statements are sent out to donors in a timely manner.
- Ensure that the team has excellent support in raising invoices and managing expenses spent by tracking the team's budget.
- Support key partnerships, ensuring that their fund balances are accurate and supported effectively.
- Ensure that the fund statements for endowment holders are prepared on time.
- Actively ensure that our annual marathon runners are well stewarded by providing administrative support to the Donor Relations Executive.
- Monitor the fundraising budget and ensure suppliers are paid on a timely manner.

Support the Finance Team:

- Sales ledger & income processing
 - Maintaining sales ledger accounts with accurate up to date information.
 - Issuing sales ledger invoices to third parties following approved requests from team members.
 - Issuing monthly statements & chasing outstanding debtors
 - Process online giving donations & regularly update the Development Team.
- Cashbooks
 - Update income and payments in the cashbook.
 - Reconcile bank accounts on a monthly basis for sign off by the Senior Finance Manager.
- Purchase ledger
 - Managing the finance mailbox.
 - Liaising with staff regarding invoice queries.
- Purchase ledger (cont.)
 - Managing the purchase ledger in line with The London Community Foundation's standing financial instructions.
 - Performing the weekly payment run.
 - Act as the first point of contact for liaising with suppliers regarding invoice queries.
 - Record and monitor credit card activities.
 - Record and monitor standing orders.
 - Support team members when required.
 - Do due diligence checks of grant payments from the CRM system.
 - Prepare and import grants into NWB bankline system ready for authorisation of payments by COO and Senior Finance Manager.
 - Once grants have been paid log grants as paid in CRM system.
 - Reviewing and developing purchase ledger processes and controls.

Key measures of success for the role (outputs):

- Accurate data entry in Sage & Salesforce (CRM)
- Timely and accurate invoicing and data entry support for donors.
- Feedback from stakeholders (e.g. Grants Team, Development/Fundraising)
- Account reconciliations, including purchase & sales ledger
- Timely completion of all month-end processes



Skills and experience

Required:

- AAT fully qualified / ACCA part qualified
- Experience with processing donations, payments & reconciling accounts
- Experience of working in a charity finance function
- Knowledge of Sage 200
- Understanding CRM systems
- Excellent verbal and written communication skills.
- Highly proficient in Excel & Word

Desirable:

- Knowledge of Salesforce lightning (full training will be given)
- Office 365: Teams and Sharepoint
- Understanding of GDPR requirements for data handling.
- Experience in support care and donor relations.

The London Community Foundation Behaviours (applicable for all roles):

- Inclusive
- Adaptable
- Trustworthy
- Pragmatic
- Respectful
- Enterprising





What we can offer

We want people to grow and succeed.

Alongside our values, we expect everyone to display the behaviours needed to contribute to our vision and purpose. In return we seek to offer an inclusive, rewarding and collaborative environment and a number of benefits.

Key highlights include:

- Unparalleled opportunity to engage with London's charity sector, public sector, corporate and private philanthropy, as well as a vibrant community organisation network
- Encouragement to grow your personal profile in London's charitable networks (volunteering days and flexibility to achieve this)
- UK network of peers across community foundations, including learning groups, conferences, national opportunities and intelligence sharing
- Flexible working arrangements with a London base
- Defined contribution pension, with employer contributions doubling the employee's up to 10%; 25 days annual leave (plus bank holidays); season ticket loans
- Employee assistance programme and wider training opportunities

How to apply

To apply to become The London Community Foundation's Supporter Care and Finance Officer, please submit your application through BeApplied by:

Tuesday 22nd October

First interview (in person in Borough): Tuesday 29th October

Second interview (online): Friday 1st November

Please let us know if you will require any special provision because of a disability, should you be called for an interview.

At The London Community Foundation we are committed to ensuring that how we are governed, our team and our partnerships all reflect the true diversity of London. We need to challenge ourselves and be challenged. We fall short at time, but we will continue to learn.

We are committed to increasing accessibility for people from diverse backgrounds to join the team. We seek to collect equalities data at the first stage of application through BeApplied so we can analyse and challenge where and how we recruit. Equalities data is collected and stored separately to applications to adhere to data regulations. We aim to appoint the most suitable candidate at all times and welcome applications from people from different backgrounds.



The London
Community
Foundation

Thank you for your
interest



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