

## Fundraising Operations Internship, London

Job Level	Internship	Kornferry Function	Internship
Directorate	Fundraising, Marketing and Comms	Function/Service	Income processing, Fundraising Operations
Direct Reports	0	Indirect Reports	0

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

<b>Purpose</b>	<p>Be an important part of the Fundraising Operations team by helping us respond quickly and with compassion to the people who contact us via post, email or phone. You'll play a key role in making sure every supporter gets the help they need, on time and with a great experience. Working across income processing and supporter care you'll be responsible for handling donation and supporter queries spanning the breadth of our fundraising – from corporate partnerships and philanthropy to, regional fundraising, events and mass marketing.</p> <p>You will play a key role in ensuring that all donations and supporter queries received at our UK office in London, are accurately recorded, banked, coded, and acknowledged in line with internal service level agreements, quality and compliance standards. Your work will directly support the organisation's ability to deliver timely and accurate financial reporting, while upholding a high standard of supporter care and data quality in line with UK GDPR requirements.</p> <p>This role requires strong attention to detail, a methodical approach to handling data, and a commitment to working collaboratively within a regulated environment. You'll be in a hybrid role embedded within the Fundraising Operations team, contributing to core operational tasks and helping to ensure that every supporter query is handled with care, accuracy and consideration.</p> <p>This role is well suited to someone who enjoys communicating with people, feels motivated by helping others, and understands the importance of representing the British Red Cross positively in every interaction.</p>		
<b>Budgetary responsibility/ accountability</b>	0	<b>Accountability for other resources</b>	0
<b>Key Responsibilities</b>	<p><b>Donation Processing</b></p> <ul style="list-style-type: none"> <li>Open incoming post and prepare donation contents for banking, ensuring all cash and cheque handled in line with documented procedures.</li> <li>Accurately code and record all income received by cheque and other payment methods, onto the fundraising database, ensuring correct attribution to marketing source, fundraising cost centre, and designated project .</li> <li>Handle payment-related queries by preparing and delivering tailored responses to enquiries where a standard acknowledgement is not appropriate, ensuring supporters receive clear and helpful communication.</li> </ul> <p><b>Data Management</b></p> <ul style="list-style-type: none"> <li>Maintain a complete audit trail for all donations captured on the fundraising database, ensuring records are accurate and easily reconcilable.</li> <li>Manage the fulfilment of all mailing suppressions, name and address amendments received at UKO, ensuring accurate updates to our CRM database within agreed service levels.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Contribute proactively and constructively to collecting and reporting feedback on the effectiveness of our fundraising campaigns.</li> <li>• Ensure compliance with the Data Protection Act, Payment Card Industry standards, and HMRC Gift Aid regulations.</li> <li>• Accurately capture and process Gift Aid declarations and update donor tax status in line with audit requirements.</li> <li>• Assist with month-end donation form archiving.</li> </ul> <p><b>Supporter Care</b></p> <ul style="list-style-type: none"> <li>• Support the maintenance of the supporter care inbox by carrying out weekly housekeeping tasks, actioning supporter and donation amendments, following up on pending enquiries and filing completed actions to ensure an efficient and high functioning shared mailbox.</li> <li>• Provide phone support, which includes triaging incoming calls, carrying out routine supporter call-backs, and processing donations during periods of absence or increased demand. Review and maintain standardised email and letter templates, ensuring content is up to date, appropriate and in line with organisation tone of voice.</li> </ul> <p><b>Team Member</b></p> <ul style="list-style-type: none"> <li>• Actively participates in all team meetings.</li> <li>• Supports other fundraising operations team members</li> <li>• Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.</li> <li>• Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)</li> </ul> <p><i>The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.</i></p>
<b>Knowledge &amp; Skills</b> <i>*Essential</i>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>- The role will require a good level of numeracy and literacy (Maths and English)</li> <li>- Computer literate, with a working knowledge of the Microsoft suite at beginner's level (Word, Excel, Outlook)</li> <li>- Initiative to proactively seek out information as required to deliver role.</li> <li>- Strong organisational skills and excellent attention to detail.</li> <li>- Approach all donor touchpoints with a supporter-centric mindset, ensuring individuals feel listened to, respected and valued, regardless of how they contact us.</li> <li>- Ability to communicate clearly, confidently and sensitively, adapting tone and approach to individual needs.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>- Knowledge of the charity sector and different fundraising techniques.</li> <li>- Understanding of how to handle personal information in line with the Data Protection Act (GDPR)</li> </ul>
<b>Experience</b> <i>*Essential</i>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>- Working collaboratively to solve problems and deliver solutions.</li> <li>- Recent experience of participating in education or beginning work</li> </ul> <p><b>Desirable</b></p>

	<ul style="list-style-type: none"> <li>- Experience and interest in fundraising, office or financial administration</li> <li>- Data capturing information into a CRM (customer relationship management) system</li> <li>- Demonstrable telephone or face-to-face experience interacting with the public and answering queries and issues</li> </ul> <p><b>Please note: We welcome candidates with no prior professional experience</b></p>
<b>Additional requirements</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>- Must be aged 18-25 and able to commit to a full-time 12-month internship, from March 2026, in line with the funding criteria for this role.</li> <li>- Ensures inclusive practice, challenges discrimination and promotes diversity in line with our <a href="#">Equality, Diversity and Inclusion (EDI) policy</a>.</li> <li>- Willingness to travel into the City of London office at Moorgate 3 days a week.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>- Flexibility and adaptability to work in a dynamic environment.</li> <li>- Enthusiasm for learning and professional development.</li> </ul>

<b>Pre Engagement Checks</b> Highlight bold as required	
DBS- England & Wales	Adult/ Child/ Adult & Child Workforce/ <b>None</b>
PVG- Scotland	Adult/ Child/ Adult & Child/ <b>None</b>
Access NI- Northern Ireland	Vulnerable Adult/ Child/ Vulnerable Adult & Child/ <b>None</b>
Driver Check	Yes/ <b>No</b>
<b>International Roles Only</b>	
International Police Check	Yes/ <b>No</b>
International Driving Licence for manual cars	Yes/ <b>No</b>
<b>Role Reference</b>	<b>Review Date</b>

*For this role, we expect high volumes of applications. As such, it may not be practical or appropriate to interview all people living with disabilities that meet the minimum criteria. In this case, we may limit the overall number of interviews offered to both people applying under the disability confident scheme and applications made not under the scheme.*

### Who is eligible for this role?

This internship is open to young people aged 18-25 who can commit to a full-time, 12-month internship from March 2026, in line with the funding criteria for this role. We believe that a broad range of perspectives and lived experiences strengthens our work and impact.

We particularly welcome applications from people who are underrepresented in our organisation and the wider charity sector - including, but not limited to, people living with disabilities, people from ethnically diverse backgrounds, people with caring responsibilities, and people from diverse socio-economic backgrounds. We value the unique experiences and journeys that each individual brings, so if you're passionate about growing, contributing, and making a meaningful impact, we encourage you to apply.

There is 2-part recruitment process, a group assessment at our Head Office in London Moorgate and an interview with a recruitment panel held virtually over Microsoft Teams. If you need help to cover the cost of your fare to attend the group assessment, please contact us before booking your travel.