

Job Title:	Philanthropy Operations Administrator
Department:	Philanthropy
Reporting To:	Director of Philanthropy
Direct Reports:	0
Version	1 st July 2026

Job Purpose

To support the Philanthropy team by providing excellent administration, including but not limited to, gift administration and donor correspondence, day to day management of the CRM system and philanthropy data, team travel bookings and expense reporting, administrative management of the philanthropy budget, minute-taking, and support on the development of philanthropy events and communications.

This is a critical role, which is central to the productive and efficient day-to-day operation of the Philanthropy team, enabling optimised fundraising income and best in class donor engagement and stewardship to be realised.

Key Accountabilities

Gift administration, donor stewardship and fundraising operations

- Administer all gifts received by The R&A Foundation, including logging donations, maintaining accurate records, creating receipts and issuing timely donor acknowledgements/thank you communications.
- Manage donation forms, Gift Aid documentation and online giving links, ensuring donor journeys and backend administration are accurate, compliant and easy to use.
- Schedule and support donor stewardship and basic communications to Clubhouse and staff, through clear, accurate updates and routine donor or internal correspondence.
- Pull campaign reports and fundraising data from relevant systems to support monitoring, stewardship, decision-making and wider team reporting.
- Manage and maintain the donor stewardship calendar, ensuring key cultivation, engagement and recognition activities are planned, tracked and delivered on schedule, with appropriate systems and reminders in place to prevent missed opportunities.
- Monitor and identify key donor relationship milestones, including first gift anniversaries, birthdays and lapsing donor alerts, enabling proactive and personalized engagement strategies.
- Schedule and coordinate donor impact reporting, ensuring supporters receive timely and meaningful updates on the outcomes and impact of their gifts beyond initial acknowledgment and thank you communications.
- Work closely with fundraisers to plan, coordinate and deliver best in class donor stewardship activities to support the development and strengthening of long-term donor relationships.

CRM, data, digital and compliance

- Day to day management of the new CRM system (Beacon), supporting accurate data entry, reporting, process adoption and effective use by the Philanthropy team.
- Maintain clean, accurate and compliant donor/supporter records, applying GDPR and data protection expertise in all gift, donor and campaign administration.
- Provide backend web page administration for The R&A Foundation-related pages, including updating and maintaining pages, editing giving links and ensuring online content is accurate and up to date.

Governance, committees and team administration

- Provide servicing support for The R&A Advancement Committee, including preparing agendas and documentation, arranging meeting logistics and producing accurate meeting minutes and action records.
- Track team actions, follow up on progress and support the efficient planning of team activity, travel and priorities.
- Proof-read key documents, communications and briefing materials to ensure accuracy, consistency and a professional standard.
- Managing the general Philanthropy email inbox

Events, travel and stakeholder support

- Support general event planning and follow-up, including invitations, email coordination, briefing packs, attendee information, logistics, travel/accommodation arrangements and post-event communications.
- Manage travel and accommodation requests for the Philanthropy team, including travel planning, expense and credit card submissions, and monitoring travel-related administration in line with organisational policies.

Finance, purchasing and reconciliation

- Raise all purchase orders for the Philanthropy team, ensuring requests are processed accurately, on time and in line with organisational policy.
- Track the department budget and team expenditure, liaising with Finance and providing reporting to the Director of Philanthropy as required.

Wider team support

- Provide support on ad hoc projects and day-to-day administrative priorities for the Philanthropy department as required, recognising that duties may evolve in line with team needs.

Expertise

- Strong literacy and numeracy skills, with the ability to communicate effectively in writing and work confidently with numerical information and data.
- Previous experience working in administrative, fundraising operations, finance administration or donor/supporter services role.
- Strong working knowledge of Microsoft Office and experience of a CRM, fundraising database or financial system.
- Good understanding of GDPR/data protection requirements and the ability to handle donor, financial and personal information accurately and confidentially.
- Excellent attention to detail, proofreading skills and written communication skills, with the ability to prepare clear minutes, briefing packs, emails and internal updates.
- Highly organised, with experience coordinating meetings, events, travel, purchase orders, reporting, reconciliations and follow-up actions across a busy team.
- Confidence working with website content management or backend web administration tools would be advantageous.
- Embody the R&A's behaviours: Act with Integrity, Work Collaboratively, Aim High, Think Long Term, Bring Passion.
- Excellent interpersonal skills with ability to manage relationships at all levels positively, confidently and diplomatically.

This job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the position.