



Save the Rhino International: Office and Fundraising Administrator

1. Brief job description

Role: Office and Fundraising Administrator

Salary: £25,000 - £30,000 depending on experience

Holiday allowance: 25 days *per annum* plus UK bank holidays

Contract type: Permanent

Probation period: Three months

Hours of work: Core hours are between 10am and 4pm. You will work 7 hours per day (excluding a lunch break) 5 days per week. Start / end times can be flexible, so long as the core hours are worked (or a variation in agreement with your line manager)

Location: Save the Rhino International supports a hybrid work model. For this role, it is anticipated that you will work a minimum of three days a week from our office (Unit 3, Coach House Mews, 217 Long Lane, London, SE1 4PR). Further flexibility can be discussed with your line manager

Line Manager: Operations and Finance Lead

Start date: As soon as possible

Application closing date: 23:59 (BST) on Monday 30 June. We reserve the right to close this vacancy early if we receive sufficient applications for the role.

2. About Save the Rhino International – leading the charge!

At Save the Rhino International, we believe rhinos are magnificent, in themselves and as champions of the incredible wild landscapes in which they live. And they are endangered. To thrive, both rhinos and people need a world that is healthy, diverse and resilient.

We connect people striving to conserve rhinos and their habitats with people who want to support that vital work, and we contribute our own knowledge and skills to the conservation effort. Every day we work with a wonderful community of passionate friends, partners and supporters, to ensure that all five species of rhinos thrive in the wild.

Our core values, on which we will never compromise, are Integrity, Collaboration and Determination. We express those values through how we behave and talk to the world – who we are: Friendly, Knowledgeable and Passionate.

Save the Rhino International was established as a UK-registered charity in 1994. In the financial year ending 31 March 2024, we raised £4.4 million in support of our conservation partners in Africa and Asia.

3. About the role

The Office and Fundraising Administrator is an important role within Save the Rhino, supporting key functions primarily within our Fundraising and Operations pillars.

Reporting to the Operations and Finance Lead, the Office and Fundraising Administrator undertakes a range of administration and finance tasks to support office management, financial management, and fundraising, and is one of the first points of contact for our supporters and members. The Office and Fundraising Administrator will need to work regularly with Microsoft Office documents, spreadsheets and presentations, and with our Salesforce-based supporter and donation management systems. The Office and Fundraising Administrator also supports the Fundraising Team with aspects of supporter engagement and manages SRI's volunteer programme.

In addition, depending on the experience and interests of the successful candidate, there may be opportunities to develop other skill sets.

Save the Rhino International is a small and friendly organisation with big ambitions. Every day, we strive to achieve our vision of all five rhino species thriving in the wild. We have an informal, genuine, and supportive atmosphere, whilst expecting high professional standards of all our staff. All members of our team are required to support the work of each other: enthusiasm, flexibility, and a willingness to pull together when required are essential.

4. Key Responsibilities

The primary responsibilities of the Office and Fundraising Administrator are to:

- Work with the Operations and Finance Lead, including:
 - recruitment and management of office volunteers and providing admin support to recruitment processes;
 - financial administration, including importing and reconciling donations and other income, logging and banking cheques and cash;
 - overseeing the management of SRI's office, including booking annual inspections / tests, carrying out regular fire-safety checks, liaising with suppliers and contractors, and acting as the lead Fire Marshall;
 - acting as a second point of contact with SRI's IT contractors, maintaining logs of equipment and licence allocations, acting as an Administrator on some IT services (depending on experience), and inducting new team members on key SRI IT platforms;
 - managing stocks of stationery, office consumables and equipment; assisting with booking work-related travel / accommodation for team members and volunteers, as well as occasional booking of external meeting rooms, venues etc.; assisting with administration of Board / subcommittee meetings, including diary management; and maintaining a log of SRI's policies, and their review dates.
- Support the Community Fundraising Manager, including:
 - managing communications with fundraisers; setting up appointments; assisting with event preparation and logistics; welcoming fundraisers when visiting the office; assisting with the recruitment of London Marathon runners;
 - recruiting and managing event volunteers; creating and maintaining accurate records of fundraisers, donors and volunteers using SRI's Salesforce CRM; and helping to set up fundraising and campaign pages on fundraising platforms.
- Support the wider fundraising team through:
 - engaging with SRI's members, including: sending out membership packs, responding to queries, and chasing failed payments;
 - assisting with updating the online merchandise shop and creating bespoke stores for specific events, e.g. in schools;

- monitoring participation in SRI's lottery, importing player information into Salesforce, and providing monthly reports to the local council; and updating records linked to legacies.
- Support general office administration
 - answering general enquiries via the phone and main office inbox; receiving post; taking payments over the phone; taking notes of the weekly team meeting; and other tasks as needed and consistent with the role.

5. Person specification

Essential skills/ experience:

- Excellent oral and written communication skills, with a friendly and approachable manner and high attention to detail
- Experience working in customer-facing role, and handling enquiries
- Highly organised, with ability to prioritise workload and meet deadlines
- Proficient user of MS Office, particularly Excel, Word and Outlook and of CRM databases
- Experience carrying out data entry in an accurate and efficient manner
- Experience providing administrative support as part of a busy team
- Ability to be flexible, enthusiastic, self-motivated and self-confident, working both independently and as part of a team

Desirable skills/ experience:

- Experience using Salesforce
- Experience carrying out financial reconciliation
- Experience overseeing IT provision in an office environment
- Degree or professional qualification in a relevant discipline

6. Application process

All applications need to be received by midnight (GMT) on 30 June 2025. Applications should be sent by email to recruitment@savetherhino.org with "Office and Fundraising Administrator" in the subject line. Please do not ring the Save the Rhino office to discuss the application process.

Applicants should submit:

- A cover letter (PDF, no more than 2 pages), which should explain why you want this position and demonstrate why you believe you are the best for the role as well as your contact details: email address and mobile phone number
- A CV (PDF, no more than 2 pages), which should demonstrate the skills, aptitude, and experience outlined in the person specification
- Details of 2 referees (name, address, telephone number, email, nature of relationship). Referees will only be contacted once a conditional job offer has been made.

Failure to provide the information as specified above will result in immediate disqualification from the application process. Short-listed applicants will be invited for an interview (in-person or online) during the week commencing 7 July.

We particularly welcome applications from candidates from diverse ethnic backgrounds, which are currently under-represented within the organisation at this level.

Please note that due to pressure on staff time, applicants not shortlisted for interview will not receive a reply. If you have not heard from us by 9 July, you should assume that you have not been selected for interview.

Thank you very much for your interest in this exciting role. We look forward to receiving your application.

7. Protecting your data

Save the Rhino takes your data protection seriously. Our full privacy policy for recruitment can be found on our website: <https://www.savetherhino.org/privacy-policy/>