



Supporter Engagement Coordinator

Hours: Full-Time (35 hours, 5 days per week), minimum 3 days per week on site, expectation of regular work at evening lectures, for which time in lieu is allowed.

Contract: Fixed Term – 6 months contract

Salary: £32,000 per annum

Location: Hybrid (3 days a week in the office), Holborn, London, EC1N 2HH

Gresham College is a charity which provides high-quality free education to the public across a broad range of subjects. The College aims to stimulate a love of learning and intellectual curiosity and to champion academic rigor, professional expertise and freedom of expression. For more information please visit our website www.gresham.ac.uk.

The role

Are you passionate about creating memorable experiences and building meaningful connections? Do you thrive in a busy environment where no two days are the same? If so, we want you!

As our Supporter Engagement Coordinator, you'll be an important point of contact, ensuring our audience members and supporters experience top-notch care and engagement. You'll play a critical role in our mission by coordinating events, managing communications, and supporting our vibrant community. You will ensure that the data on the College's CRM system is up to date and accurate.

You will have the following

- **Customer Service Excellence:** Proven experience delivering high-quality customer care, ideally in a fundraising, or educational setting. Ability to handle enquiries and complaints with professionalism and empathy.
- **CRM and Data Management:** Strong working knowledge of CRM systems (we use Beacon) including data entry, segmentation, and reporting. Experience with data imports/exports and maintaining data accuracy.
- **Event Coordination:** Experience planning and delivering events, including logistics, venue liaison, catering, and AV coordination. Comfortable acting as Duty Manager and supporting evening lectures and events.

Business HR Solutions (Consultancy) Limited
Unit 6, Brooklands Court
Kettering Venture Park, Kettering
Northamptonshire
NN15 6FD

88 Wood Street
10th Floor
London
EC2V 7RS

T 0844 324 5840
F 01536 484 978
E enquiries@hrsolutions-uk.com
W www.hrsolutions-uk.com



- **Communication Skills:** Excellent written and verbal communication skills, with the ability to engage supporters, respond to enquiries, and write engaging responses.
- **Digital Literacy:** Proficient in Microsoft Office Suite (Word, Excel, Outlook), Eventbrite, and online giving platforms. Comfortable using digital tools to manage bookings, communications, and supporter journeys.
- **Organisational Skills:** Highly organised with the ability to manage multiple tasks, prioritise effectively, and meet deadlines. Strong attention to detail.
- **Team Collaboration:** Experience working collaboratively across departments and with volunteers. Willingness to support colleagues and contribute to a positive team culture.
- Friendly, approachable, and professional manner.
- Enthusiastic about public engagement and supporter care.
- Flexible and adaptable, with a willingness to work occasional evenings.
- Proactive and solution-focused, with a commitment to continuous improvement.
- Experience in a fundraising or engagement role within a charity, or educational organisation (desirable)

Gresham College offers in return:

Gresham College wholeheartedly supports the principles of equality, diversity and inclusion throughout the recruitment and employment of our employees and workers, as well as ensuring that it is afforded to all job applicants.

Benefits

28 days holiday, plus 6 days closure over Christmas. The College participates in the University of London SAUL pension scheme (currently 16% employers' contribution).

If this sounds like your next opportunity, apply todayf with your CV and a covering letter outlining how you meet each of the criteria in the person specification by providing specific examples of all relevant experience including voluntary work, education, skills and attributes.

Closing date for applications is by 1st October 2026

Interviews will be held on the following dates, 8th, 9th and 12th October 2026

Anticipated state date is soon as possible

Business HR Solutions (Consultancy) Limited
Unit 6, Brooklands Court
Kettering Venture Park, Kettering
Northamptonshire
NN15 6FD

88 Wood Street
10th Floor
London
EC2V 7RS

T 0844 324 5840
F 01536 484 978
E enquiries@hrsolutions-uk.com
W www.hrsolutions-uk.com