



Kick-Start a Rewarding Career

Recruitment Pack 2025 | 1446 AH
For the Role of Donor Liaison Officer

Apply Online



Job description for the role of Donor Liaison Officer

The Preliminaries

Location	Greenfield Road, London E1	Type	In-office
Salary	Competitive	Reporting	Head of Fundraising / Director of Community Engagement
Hours	Part-Time		

Job Purpose

To build and sustain meaningful relationships with our donors, well-wishers and supporter. You'll manage the donor journey, from cultivation to stewardship, ensuring consistent engagement, timely reporting, and long-term support for Lonely Orphans.

Key Responsibilities

Donor Relationship Management

- Manage a diverse portfolio of donors (individuals, corporates, trusts, local groups, mosques etc).
- Develop and implement a tailored experience for our donor pool.
- Maintain consistent communication, thank-yous, updates, progress reports

Reporting & Impact Communication

- Write engaging, clear impact reports and updates.
- Organise donor briefings, site visits, and regular check-ins with Lonely Orphans teams
- Plan ahead and ensure certificates and recognition letters are sent out accordingly
- Develop a donor profile report for Lonely Orphans to better understand its audiences.

Fundraising Support

- Maintain a weekly email-campaign with news updates and appeals
- Support marketing and fundraising teams with key data and case studies

Data and Systems Oversight

- Maintain an accurate donor data in the CRM
- Track all donor interactions and funding history.
- Conduct donor due-diligence in line with ethical policies.

Special Campaigns and Event Support

- Collaborate with fundraising and communications teams during donor-focused events.
- Organise and coordinate donor data in time for seasonal campaigns such as Ramadan and Dhul-Hijjah

Monitoring, Evaluation & Reporting

- Provide input into fundraising strategy and performance metrics.
- Work cross-functionally to ensure donor needs are woven into programmes and communications

Lonely Orphans

Advocating for orphans and vulnerable children globally, fostering hope, joy and a future filled with opportunities for every child.
Lonely Orphans is a registered charity (1171230) in England & Wales.
Registered Offices 93-101 Greenfield Road, London E1 1EJ

Saving lives together

Person Specification for the role of Donor Liaison Officer

Candidate Profile

REQUIRED	DESIRABLE
Key Qualifications & Experience	
Bachelor's degree or equivalent professional experience.	Experience in CRM/Database systems (e.g., Donorflex, Salesforce).
Minimum 2 years in donor relations, stewardship, or fundraising.	Background in charity sector, particularly orphan/vulnerable children organisations.
Proven ability to manage donor portfolios and secure repeat support.	
Skills & Competencies	
Excellent written communication, especially narrative storytelling and report-writing.	Familiarity with donor compliance and ethical giving standards.
Strong interpersonal skills; confident presenting to individuals, small groups, or at events.	Basic data analysis and reporting skills to track donor trends and campaign effectiveness.
Organised and detail-oriented, capable of managing multiple relationships and deadlines.	
Personal Attributes	
Passion for Lonely Orphans' mission and humanitarian values.	Proactive, creative thinker, able to suggest improvements in donor engagement.
Self-starter with initiative, able to work independently and as part of a team.	Comfortable working with diverse donor segments (e.g. high net-worth individuals, corporate, mosque communities).
Flexible mindset, willing to support events outside regular hours.	