

## **JOB DESCRIPTION**

|                       |   |
|-----------------------|---|
| <b>Job Title:</b>     | Fundraising & Supporter Services Administrator  |
| <b>Reporting To:</b>  | Individual Giving & Supporter Services Manager  |
| <b>Location:</b>      | Tapping House, Wheatfields, Hillington PE31 6BH   |
| <b>Hours of work:</b> | 37½ over 5 days (Monday to Friday)  |
| <b>Annual Leave:</b>  | 25 days (increasing to 27 after 5 years and 31 after 9 years)<br>plus 8 Public Holidays |

### **Role Summary:**

As the Fundraising Office Administrator, you will be a key member of the fundraising team, responsible for providing exceptional customer service. Manage the processing of donations received into the Hospice ensuring every supporter is valued. In this busy and varied role, you will complete a range of administrative tasks to support the fundraising team.

### **Main Responsibilities**

#### **Processing donations**

To process incoming donations in line with the administration task list, cash, cheques, BACS, card payments and online.

Setting constituents up on Raisers Edge, adding consent, gift aid and donation.

Sending appropriate response within a five day service level.

Preparing all donations for banking, completing bank pay in slips and banking of weekly donations.

Logging of fundraising post and completing daily banked gifts.

#### **Fundraising income support**

Completing regular donations payment reports and associated tasks.

Preparing floats for events and management of fundraising office floats and reconciliation.

### Fundraising office telephone

First point of contact for the fundraising office telephone, respond to all calls or forward to appropriate department/team member.

### Hospice website

Process daily orders for stock on the online shop; add all supporter details to Raisers Edge, package and post.

Process event ticket orders, add to Raisers Edge, post tickets where appropriate and update event spreadsheet.

Add offline donations to individuals fundraising page.

Producing reports for fundraising and finance.

Completing weekly website bulk upload to Raisers Edge, check/add constituents, consent, gift aid and donation.

Completing monthly upload of regular gifts and associated tasks.

### Third party donation sites

Complete download of Facebook donations, run report, check data, add constituents, consent, gift aid and donation.

Add donations to raisers edge third party donations sites. Send appropriate receipts/thank you's where required.

Monitor Text to donate platform and adding payments to Raisers Edge.

Process all third payment money giving payments; add constituents, consent, gift aid and donation.

### Fundraising office sales

Monitor fundraising stock of sold and suggested donation.

Update stock sheets for all goods; manage distribution and monthly stock count for finance

## Fundraising office support

Daily franking of fundraising office post.

Monitor and order all fundraising office stationary, ensuring good stock levels at all times.

Monthly printer readings and completion of spreadsheet.

Scan and file correspondence on Raisers Edge.

Completing change of details forms and update on Raisers Edge.

Changing constituents on Raisers Edge when notified through the hospice deceased notifications and through change of details forms.

To provide exceptional support care to all enquiries by telephone, post, email and in person.

Responsible for managing the workload of the fundraising office volunteers making sure they are kept up to date on any fundraising administration procedures, offering support and guidance in their role.

To maintain complete, accurate and up to date records and data systems as required by the Fundraising Department and Finance Office, including the use of both manual and computer systems including Raisers Edge. To assist in the provision of regular and ad hoc management information as required.

Attend appropriate fundraising events and activities including those outside normal working hours, weekends and Bank Holidays when required.

To develop and maintain a sound understanding of the work undertaken by Tapping House and the hospice movement.

Support other members of the team by providing assistance when required in the preparation and implementation of fundraising projects and attend events.

Ensure that every activity adheres to the health and safety procedures and guidelines, including carrying out risk assessments in line with the organisation's policy.

To ensure that the best practice and information on fundraising disciplines, are adhered to by both staff and volunteers.

To attend regular meetings with the Fundraising and Hospice Teams to ensure good practice, underpinned by co-operative relationships and effective communication.

## Hospice Values

- To uphold the Hospice's vision and values at all times



## Other

- Carry out all duties in accordance with the Hospice's policies and procedures including but not limited to health & safety, code of behaviour, confidentiality and equality, diversity & inclusion.
- Promote awareness of the Hospice, its services and its strategy.
- Work collaboratively and respectfully with all staff, volunteers and supporters of the Hospice. Retail Relief Deputy Manager November 2024
- Promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering the Hospice's policies on safeguarding.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

This job description is not intended to be exhaustive and will be reviewed periodically to ensure that the needs of the service are being met.

**PERSON SPECIFICATION**  
Fundraising & Supporter Services Administrator

|                                    | <b>Essential</b>   | <b>Desirable</b>   |
|------------------------------------|--|--|
| <b>Qualifications and Training</b> | 5 GCSEs or equivalent to include English and Maths   | Qualification in customer service/finance or related subject.  |
| <b>Experience and Skills</b>       | <p>Excellent written communication skills, with the ability to write engaging supporter letters.</p> <p>Excellent verbal communication and presentation skills, working with a variety of audiences.</p> <p>Able to prioritise workloads in a fast-paced environment.</p> <p>Exceptional time management and organisational skills.</p> <p>Experience working both independently and collaboratively.</p> <p>Proficient in Microsoft Office and desktop applications.</p> <p>Ensure compliance with changing regulations, including General Data Protection Regulation (GDPR).</p> | <p>Practical knowledge of CSR databases.</p> <p>Understanding of the hospice movement or other healthcare or charity environment.</p> <p>Working with volunteers</p> <p>Managing projects through from conception to completion.</p> |
| <b>Personal Attributes</b>         | <p>Car owner and full UK driving licence.</p> <p>Team player</p> <p>Self-starter, able to think strategically</p> <p>"Can Do" mentality, able to work calmly under pressure.</p> <p>A keen eye for detail.</p> <p>A flexible approach to tasks undertaken whilst ensuring compliance with the organisation's standards.</p> <p>A commitment to personal development.</p> <p>A compassionate and understanding demeanour.</p>   |  |