**Fundraising and Donations Administrative Assistant**

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| Job Description |

Job Title: Fundraising and Donations Administrative Assistant

Department: Fundraising

Salary: £22,969.00 FTE (0.6 £13,781)

22.5 hours per week

Job Summary: This role is to provide high quality administrative support for campaigns and events. Ensuring the accurate and efficient processing and acknowledgement of donations and fundraising income.

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| Main Duties and Responsibilities: |

* Overseeing and undertaking the administration of weekly banking and coin counting.
* Accurate and timely processing of income into Hospice systems and reconciling to daily banking.
* Achieving month end inputting deadlines.
* Accurate logging and administering of hospice coin collection and home money boxes.
* Provide administrative support to hospice campaigns and events.
* Strong attention to detail when communicating and acknowledging hospice supporters.
* Utilizing DonorFlex system to update donor information in accordance with GDPR and answer queries relating to donations.
* Work with CRM supplier to improve its application within the hospice.
* Co-ordination of department inboxes.
* Adhere to Gift Aid rules on qualifying donations and actively promote it where appropriate.
* Maintain stock and up to date versions of administration forms.
* Downloading and uploading data from multiple online platforms to Donorflex CRM
* Communicate with supporters over the phone and in person; handling donations, event sign ups and any queries.
* Adhere to hospice data protection in connection with the giving of information to external parties.
* Deal effectively with sensitive and emotional situations face to face or by telephone.
* Maintain confidentiality and show discretion at all times.
* Supporting the team volunteers by supervising delegated tasks and being a point of contact for queries. Arranging volunteer cover in times of absence.
* Represent the organisation in an ethical and professional manner.
* Support the fundraising team with events

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**VOLUNTEERS**

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

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| Person Specification |

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| **Essential** | **Desirable** |
| **Qualifications*** Educated to GCSE level (including English and Maths) or recognised equivalent.
 | * NVQ in Business & Administration or recognised equivalent.
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| **Relevant Experience*** Previous experience of customer service and dealing with people face to face.
* Dealing with members of the public.
* Previous money and card machine handling experience.
 | * Working with volunteers.
* Knowledge of Gift Aid.
* Knowledge of and experience of maintaining and updating databases and CRM systems – knowledge of Donorflex or equivalent would be an advantage.
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| **Key Skills and Abilities*** Strong administrative skills with experience of supporting wide-ranging tasks, whilst comfortable learning and working with new systems.
* Strong organisational and multi-tasking skills, with excellent IT skills.
* Seeks to find improvements and efficiencies to processes.
* A good team player with great interpersonal skills confident talking to members of the public.
* Ability to be aware of sensitive information and maintain confidentiality.
* Self-motivated and able to work as part of a small team, whilst being able to take initiative.
* Ability to empathise with patients, relatives and visitors.
* Can work under pressure to deliver on deadlines.
* Able to prioritise and delegate where appropriate.
* Ability to respond positively to change.
* Proven reliability, excellent time keeping and attendance record.
* Commitment to the aim, philosophy and ethos of the Hospice
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| **Other** |
| * Commitment to personal and professional development
* An understanding of and demonstrable commitment to the hospice’s values of caring, compassionate and committed, as a framework for decisions, actions and behaviours.
* Understanding and commitment to the aims of Equality, Diversity and Inclusion
* Appreciation of confidentiality
* Flexible and proactive working approach
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