

### Job Description

**Job Title:** Income Development Administrator

**Grade:** Band 2

**Hours of Duty:** 37.5 hours a week

---

### Organisational Arrangements

**Accountable to:** Head of Lottery & Donor Stewardship

**Other Accountabilities:** Director of Income Development & Marketing

---

### Role Summary

To provide administration duties across Income Development, including but not limited to; organising internal meetings, taking minutes, recording and administration of income, donor correspondence, and event & campaign communications. Provide donor stewardship communications in support of income growth from new and existing donors.

### Key Responsibilities

#### Main Duties

- First point of contact for all forms of enquiries into fundraising ensuring that all callers and visitors are dealt with sensitively, providing excellent donor care.
- Ensure donor development by gaining all relevant and appropriate information to support the donor journey & signposting donors to the relevant team member in Income Development.
- Ensure that all administrative systems within the office are up to date, accurate and adhered too.
- Input, code, and thank all donations received by the Hospice, including donations received from the finance department, via the website and other online giving / match funded sites.
- Ensure reception are fully briefed on all fundraising processes and events so they have accurate information to give to visitors.
- Be an active, participative, and supportive member of the fundraising team to ensure all aspects of the Hospice fundraising strategy are successfully delivered.
- Support and attend Hospice events and campaigns as and when required.
- Support the growth of the fundraising database ensuring the highest quality of data is input at all times, in an accurate and timely manner; championing the use of all database modules.
- Ensure all legal framework (including Charity Commission, Chartered Institute of Fundraising, and Gambling Commission) guidelines and administrative processes are adhered to.
- Promote Gift Aid and ensure all Gift Aid legislation, standards & procedures are all followed, supporting Gift Aid claims and producing Gift Aid letters and updates for donors, ensuring the Hospice and donors maximise Gift Aid opportunities.
- Take a proactive role alongside Income Development colleagues in the development and setting up of new campaigns and events on Donorflex, including administration of campaign packs, event registrations, and ticket sales.
- Work closely with Income Development colleagues to support the development of the donor stewardship programme to maximise activities and improve donor retention.

- Work closely with the Information Governance & Database Systems Lead, attend team meetings, working groups, and any other relevant meetings, training sessions / webinars and produce relevant data lists for activities and campaigns.
- To adopt a positive approach to personal and professional development, engaging in monthly one to one meetings and an annual performance review.
- \*Training will be provided on all elements of the role.

### **Governance**

- Ensure that all donor information is recorded on the database adhering to relevant data entry protocols.
- Assist the Information Governance & Database Systems Lead in ensuring GDPR and Data Protection regulations are followed and procedures implemented to protect donor data.
- Maintain secure filing systems and delete data as appropriate.
- Keep abreast of any changes in legislation.
- Ensure own compliance with our Data Protection Legislation Policy, Privacy Policy, Data Quality Policy and Ethical Fundraising Policy and Procedure.
- Ensure all activities are compliant with Fundraising Regulation, Gambling Commission, General Data Protection Regulation and Institute of Fundraising best practices.

### **Health and Safety/Security**

1. To be familiar with all requirements of the Health and Safety at Works Acts and the Hospice Health & Safety policies and regulations applicable to the post.
2. To co-operate actively with the nominated Health & Safety person in achieving the aims of the Hospice Health & Safety Policy, Fire Regulations, related issues and various procedures and ensure the legal requirements are met.
3. To take responsible care for the health and safety of themselves and of others who may be affected by their acts or omission, and comply with the Health and Safety legislation.
4. To wear appropriate safety clothing and use appropriate safety devices as requires, and not to interfere with or misuse anything which is provided in the interests of health and safety.
5. To report and co-operate with the investigation of all incidents and accidents that have led to or may lead to injury and to report all hazards or shortcoming in the protection arrangements.
6. To ensure as far as predictable that all materials used within the Hospice and its subsidiaries for fundraising activities are properly stored, used and disposed of and that any items of equipment are properly tested, used, maintained and repaired as necessary.
7. To oversee appeals and event Risk Management Assessments and ensure outcomes are acted upon.

### **Volunteers**

Dr Kershaw's Hospice is generously supported through its active volunteers who work alongside employees of the Hospice, across all departments, helping to fulfil the needs of the services.

As part of all roles at the Hospice, it is expected that all post holders commit to assisting and supporting volunteers to perform their roles to the best of their ability. In addition, it may be required of the post holder to act as a volunteer lead if identified with the Volunteer Co-ordinator, as appropriate.

### **Education & Training**

The post holder will:

1. Participate in the Hospice appraisal system.
2. Maintain high professional standards and continue own personal and professional development.
3. Assist in teaching and supervision of other members of staff and volunteers.
4. Participate in the orientation of new staff.

5. Attend all mandatory training/update sessions.

### **General**

1. **Confidentiality** - It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant Hospice policies are met in respect of information held on the Hospice computer system.
2. **Equal Opportunities** – The Hospice is committed to equality of opportunity. All staff are required to comply with current legislation and Hospice policies.
3. **Health and Safety** – Staff must ensure they are familiar with the requirements of the Health and Safety Work Act (1974) and the Hospice Health and Safety policies and regulations applicable to their post.
4. **Safeguarding** – Dr Kershaw’s Hospice is committed to safeguarding adults and children and expects all staff to share in this commitment. Staff have a responsibility to ensure that they are aware of specific duties relating to their role and should familiarise themselves with the Hospice safeguarding policy. Regular safeguarding training updates will be held and are mandatory for all staff.

Due to the nature of the organisation you will undertake any other reasonable tasks or duties that are deemed to be within your capability, to meet the needs of the organisation’s services and/or directed by a senior manager to whom you have a reporting relationship.

The above indicates the main duties that may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post holder.

**PERSON SPECIFICATION**

**JOB TITLE:** Income Development Administrator

**Note to applicant:** When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

<b>KEY:</b> E = Essential   D = Desirable   A = Application   I = Interview   P = Practical   S = Short listing criteria		
Requirement	Essential/ Desirable	Assess from:
<b>Education &amp; Qualifications</b>		
Educated to GCSE C or above level or equivalent, and /or have substantial relevant work experience to a minimum of 2 years	E	A, S
Relevant qualification in administration, database management or customer services	D	A, I
<b>Experience &amp; Knowledge</b>		
Proven experience of actively engaging with members of the public on all levels	E	A, I, S
Experience of working to timescales / deadlines and dealing with conflicting demands	E	A, I
Experience of using databases and good knowledge of GDPR	E	A, I
Experience of multitasking and working effectively whilst managing interruptions and distractions	E	A, I
Experience of building effective relationships with key internal and external stakeholders	E	A, I, S
Excellent written and verbal communications skills	E	A, I, S
<b>Personal Attributes</b>		
Committed to equal opportunities, anti-discrimination and social inclusion	E	A, I, S
Understanding of, and empathy with, a Hospice environment, particularly when in contact with or distributing information to/on behalf of Hospice families	E	A, I
Committed to the values and work of voluntary, community & charitable organisations	E	A, I, S
Able to work as part of a team and on own initiative	E	I
Enthusiastic and self-motivated	E	A, I
Ability to work sensitively with people of differing viewpoints	E	I,
Excellent communication skills with an excellent standard of written and oral English	E	I, P
Strong administrative skills and an excellent telephone manner	E	I, P
Emotional Resilience	E	A, I
Ability and willingness to work flexible, occasional unsocial hours	E	I

**If you don't meet all of our criteria but are really passionate about our cause, please contact us!**