



**JOB DESCRIPTION**

<b>1. JOB DETAILS</b>	
<b>Job Title</b>	Fundraising Team Administrator
<b>Department</b>	Development
<b>Grade</b>	2 (Subject to Job Evaluation)
<b>Responsible to:</b>	Development Team Manager
<b>2. AIM</b>	
<ul style="list-style-type: none"> <li>• Supports with the administration needs of the development team to achieve operational goals.</li> <li>• Provides excellent donor care as a first point of contact for telephone, email in person enquiries.</li> <li>• Provides support to the Database Administrator ensuring donations are acknowledged and thanked in line with standard operating procedures.</li> <li>• Provides support to the Database Administrator and development team with the administration of donation pledges.</li> <li>• Provides support to the Database Administrator and development team with the administration of communications related to donations.</li> <li>• Provides support to the Database Administrator with data input to the fundraising database.</li> <li>• Build and maintain excellent relationships with supporters using email, telephone, digital and in person opportunities.</li> </ul>	
<b>3. ORGANISATIONAL CHART</b>	
<pre> graph TD     HIG[Head of Income Generation] --- DM[Development Manager]     HIG --- CMM[Community Fundraiser]     HIG --- EVC[Event Coordinator]     HIG --- SC[Supporter Care Coordinator In Memory &amp; Legacy Giving]     HIG --- DC[Database Coordinator]     HIG --- SC2[Supporter Care Coordinator Appeals, Campaigns &amp; Regular Giving]     HIG --- CMM2[Communications &amp; Marketing Coordinator]     HIG --- TGM[Trust &amp; Grants Manager]     HIG --- CMM3[Communications &amp; Marketing Coordinator]     DM --- SCM[Senior Community &amp; Events Manager]     DM --- DC2[Database Coordinator]     DM --- SC3[Supporter Care Coordinator Appeals, Campaigns &amp; Regular Giving]     DM --- CMM4[Communications &amp; Marketing Coordinator]     DC2 --- FTA[Fundraising Team Administrator]     CMM4 --- GD[Graphic Designer]     </pre>	

## **4. KEY RESPONSIBILITIES**

### **Communication and relationships**

- Build and maintain excellent internal communication and relationships across all internal departments and with all levels of seniority.
- Provide excellent supporter care to current and new donors ensuring queries are directed to the appropriate members of the fundraising team.
- Provide and receive routine information orally, in writing or electronically to inform work colleagues, the public or external contacts.
- Keep up-to-date with the current campaigns / events that are being delivered by the Development Team.
- Ensure donors are appropriately thanked using the standard operating procedures and reports provided by the Database Coordinator.
- Ensure supporters are supplied with relevant promotional and fundraising materials.
- Offer administration support to the Development Team including office cover, monitoring email mailboxes and directing incoming calls/queries.
- Be the first point of contact for the Development Team when dealing with telephone & email enquiries using initiative to answer or direct calls appropriately and accurately record messages.
- Demonstrate excellent supporter care when meeting and greeting visitors to the Hospice and receiving and receipting donations from donors.

### **Analytical and judgemental skills**

- Input data onto to database which is compiled by others.
- Extract data from the database to enable donor acknowledgments to be sent. □  
Execute work consistent with the development of the database.

### **Planning and organisational skills**

- Manage own time effectively and prioritise own workload.
- Support the administrative processes required in the delivery of events and campaigns. This could include supporting with the distribution of event materials (such as the printing, packaging and sending invites, fundraising packs, thank you letters).
- Organises fundraising materials (buckets, banners, collection tins etc.) to be collected by development team members or supporters.
- Keep a record of where promotional items (buckets, banners, collection tins etc.) are circulated within the community
- Ensure that paperwork is filed and stored correctly in line with Hospice policies and procedures.
- Administer the loaning of equipment to members of the Development Team, keeping an accurate and up to date record of when equipment is signed out and back in again.

### **Physical skills**

- The physical skills required to undertake this role are minimal however the use of a computer and keyboard is a requirement of the role.

### **Patient/Client Care**

- Incidental contact with our guests or their relatives may be required from time to time (for example when accepting donations).
- Communicate effectively and sensitively with our guests and ensure confidentiality is maintained.

### **Policy and Service Development**

- Comply with Hospice policies and procedures at all times.
- May be required to comment on and update standard operating procedures.

### **Financial and Physical Resources**

- Responsible for handling donations (for all payment types) as and when required in line with St Cuthbert's Hospice policies and procedures.
- Obtain quotations and purchase fundraising supplies in line with set expenditure budget and the St Cuthbert's Hospice purchasing policy.
- Ensure the fundraising team's storage areas are kept tidy and accessible and that stock levels of prizes and stationery are maintained.
- Exercise personal duty of care when using equipment such as computers and printers.

### **Human Resources**

- Occasional requirement to provide advice or demonstrate activities within own area of work to volunteers.
- There will be a requirement to supervise volunteers, this will include delegating tasks and managing their time.
- Required to fulfil any mandatory training requirements.

### **Information Resources**

- Maintain, input and retrieve information from database and spreadsheets.
- There is an occasional requirement to produce reports to support in the analysis of data.
- As a user of Donorflex (the fundraising database) be responsible for maintaining accurate and up to date records and in line with the Hospices Information Governance policies.

### **Research and Development**

- Undertake surveys/audits as necessary to own area of work

### **Freedom to Act**

- Works flexibly, using their own initiative, overseen by the Development Manager. Takes responsibility for own area of work with outcomes being regularly assessed.

## **EFFORT & ENVIRONMENT**

### **Physical**

- Frequent requirement for sitting in a restricted position

### **Mental**

- Attention to detail is a vital part of the job role.
- There is an occasional requirement for concentration where the work pattern is unpredictable. For example interruptions from incoming calls or donors on site.

### **Emotional**

- Exposure to distressing or emotional working conditions is rare; however this may occur when spending time with a donor, guest or relative. Should the occasion arise support and advice will be offered.

### **Working Conditions**

- Little or no exposure to adverse environmental or unpleasant working conditions.

### **Data Protection and Confidentiality**

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the General Data Protection Regulation and Data Protection Act 2018 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures.

### **Health and Safety**

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

### **Safeguarding**

- All employees within the Hospice have a responsibility for, and are committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

### **Infection Control**

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

### **Equal Opportunities**

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.

- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

**Note:** This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

### **JOB DESCRIPTION AGREEMENT**

**Signature of Post holder:**

**Date:**

**Signature of Manager:**

**Date:**