



St Cuthbert's Hospice

Making every day count since 1988

Person Specification

Post Title: Fundraising Team Administrator		Grade: 2		Department: Development	
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment	
Qualifications and Training	Good standard of general education including GCSE in Maths and English Grades A-C Previous experience in an administrative role equivalent to NVQ level 3.	Application form	Basic knowledge of fundraising as an academic discipline. NVQ level 3 in Business management		
Experience	A good understanding of the principles of customer (supporter) care and the measures that are used to achieve high levels of customer satisfaction. Using databases and data input. Previous experience of working in an office environment.	Application form / Interview	Experience working with the general public and/or volunteers. Experience working within a fundraising role. Experience of using Donorflex. Experience using social media or other digital platforms. Experience of using mail merge.		

<p>Skills and Knowledge</p>	<p>Excellent customer service skills.</p> <p>Proficient use of computer packages and IT (Word, Excel, Outlook).</p> <p>Excellent organisational skills with the ability to prioritise workload and to meet deadlines</p> <p>Attention to detail and accuracy.</p> <p>A confident telephone manner.</p>	<p>Interview/ Assessment</p>		
<p>Personal Attributes</p>	<p>Excellent communication and team working abilities.</p> <p>Ability to build good internal and external relationships, both with staff, supporters and volunteers.</p> <p>High level of accuracy in the presentation of information and attention to detail</p> <p>Portray a professional image</p> <p>Maintain confidentiality at all times</p> <p>Flexible approach to working.</p> <p>Able to evidence behaviour consistent with the Hospice values of professionalism, choice, integrity and reputation.</p>	<p>Interview</p>		
<p>Special Requirements</p>	<p>Willingness to work outside agreed hours when required</p> <p>Willingness to train and learn new skills.</p> <p>Ability for independent travel</p>	<p>Interview</p>		

Signature of Post holder:.....

Date:.....

Signature of Manager:

Date:.....