# **Sobell House Hospice Charity Ltd**

**Fundraising Administrator**

**Job description and person specification:**

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| **Job title:** | Fundraising Administrator |
| **Department:** | Fundraising |
| **Responsible to:** | Director of Fundraising |
| **Responsible for:** | Not applicable |
| **Salary:** | £23,500 (FTE) (£18,800 for 0.8FTE or £14,100 for 0.6FTE) |
| **Hours of Work:** | 22.5 to 30 hours per week (0.6 to 0.8 FTE), preferably over 5 days |
| **Holiday entitlement:** | 36 including 8 Bank Holidays (pro rata) |
| **Pension:** | 7% employer pension contribution |
| **Sick pay:** | 6 weeks in any rolling 12 months after probation completed |
| **Additional Benefits:** | Employee Assistance Programme, Death in Service, Cycle to Work |
| **Maternity/paternity pay:** | Statutory entitlement |
| **Type of Contract:** | Permanent |
| **Place of Work:** | Sobell House Hospice Charity Office |

**Main Purpose**The Fundraising Administrator is responsible for supporting the wider fundraising team across a wide range of fundraising tasks and being the first point of contact for supporters.

**Tasks and Responsibilities:**

1. **Supporter care and donation processing:**

* Supporting the work of the Supporter Care team as required by processing donations, inputting fundraising data to our database (Donorfy) and thanking donors in a timely and accurate manner.
* Reviewing and updating our database records to ensure accuracy and integrity of data.
* Being the first point of call for phone, post and email enquiries, while delivering excellent supporter care.
* Counting and processing cash donations when required.

1. **Fundraising administration:**

* Supporting the team to deliver fundraising activities, such as challenge, community and corporate events and fundraising appeals, primarily though administrative support such as fulfilment of materials, participant communications and data processing.
* Day-to-day management of collection tins including replacing when full, administration, emptying (with volunteers) and logging the income.
* Ensuring our contactless giving machines are up-to-date and fully operational.
* Supporting team members as appropriate to source suppliers and order fundraising resources.

1. **Other duties:**

* Be a key point of contact for clinical staff in the Hospice in relation to fundraising and enquiries.
* Be the central point of contact for charity collateral/resource stock across shops and the Hospice/hospitals, monitoring and restocking where needed.

**Other duties**

* Embody the values of Sobell House Hospice Charity and comply with all policies and procedures.
* Carry out any other duties deemed appropriate by the CEO or your line manager.

**Policies and procedures**

We expect all staff and volunteers to comply with our policies and procedures and to attend all relevant training, as required. These obligations include adhering to the following:

* The Health and Safety at Work Act 1974. The post holder is required to conform with our policies on Health and Safety and Fire Prevention.
* Confidentiality and Data protection, including General Data Protection Regulations (GDPR)
* Safeguarding Vulnerable Adults and Children: **i**t is the duty of all staff working for SHHC to safeguard children and vulnerable adults
* SHHC’s Equality and Diversity Policy

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| **PERSON SPECIFICATION** | **Essential (E) or Desirable (D)** | **How assessed?**  **Application (A)**  **Documentation (D)**  **Interview (I)** |
| **Education** | | |
| GCSE English and Mathematics (or equivalent) | E | A, D |
| **Relevant Knowledge** | | |
| Good knowledge of Microsoft Office applications (Excel, Word and Outlook) | E | A |
| **Experience** | | |
| Enthusiasm for fundraising and working in the charity sector | E | A, I |
| Experience of using a CRM database | D | A |
| **Relevant Skills/Abilities** |  |  |
| Strong interpersonal skills and the ability to show compassion and empathy | E | A, I |
| A can-do attitude with the ability to balance workload across a number of teams | E | A, I |
| Willingness to learn and self-develop | E | A, I |
| Strong written and verbal communication skills | E | A, I |
| Excellent attention to detail | E | A, I |
| **Other** |  |  |
| Understanding of and commitment to Sobell House Hospice Charity’s mission, vision and values | E | A, I |
| Right to work in the UK | E | A, D (at I) |