

Thames hospice

Job Title: Fundraising Administrator

Salary: Up to £21,000 per year

Location: Windsor

Hours: 37.5 per week

Reports to: Database & Supporter Care Manager

Responsible for: No direct reports

Purpose of Job:

Support the Fundraising Department to deliver an excellent level of customer care to supporters of Thames Hospice through efficient administration of fundraising campaigns, events and donation handling. Co-ordinate and provide support with thanking donors, event registrations and ticketing, various reporting and processes with the handling and recording of donations.

Main Tasks:

1. Be the first point of contact for the Fundraising Department either face to face or via the telephone, taking any action required or passing on details to the relevant team members
2. Prepare and administer general correspondence including composing acknowledgement and thank you letters to supporters in a timely manner to ensure excellent supporter care
3. Prepare and administer correspondence in response to Fundraising Appeals in a timely manner
4. Co-ordinate the provision of donation envelopes and Fundraising information as requested by supporters, including collection boxes for in memory events
5. To ensure that the Fundraising database is kept up to date with accurate & consistent records for all donors, including their personal details, relationship links, marketing preferences and communications
6. To provide administration support for the Community & Events team as required including:
 - Administration of event bookings including accurate data capture at point of contact and ensuring event registration packs are issued
 - Regular reporting of event booking numbers to inform ordering of merchandise and health & safety checks
 - Preparation of registration lists for events and proactively briefing the Community & Events team
 - To represent Thames Hospice at events including outside of normal working hours where required
7. To administer the "Memory Tree" including correspondence for the renewal of donations, ensuring the information of the loved one is accurately recorded and the names on the Tree updated
8. To ensure Gift Aid is accurately recorded, including maximising supporter income by sending Gift Aid Declarations to supporters, scanning returned forms and updating the database records
9. To proactively administer correspondence to Next of Kin and the recently bereaved by ensuring appropriate contact and Fundraising support

10. To communicate with Fundraising colleagues to support the development of supporter journeys, build and nurture relationships with other staff across the charity
11. To support the Fundraising and Data Income Co-ordinator and improve supporter care by investigating reasons for making donations including via Fundraising webpages and liaising with other departments to update supporter contact records
12. To proactively administer regular pledge donations and correspond with supporters or third parties where payments are outstanding
13. To proactively develop administrative support processes, ensuring excellent supporter care
14. To provide cover and support for the Fundraising and Data Income Co-ordinator at peak times or annual leave
15. To co-ordinate and support the work of fundraising or event volunteers as requested
16. To undertake any other duties commensurate with the role

Thames Hospice is committed to being an equal opportunities organisation. It is committed to promoting equal opportunities and preventing discrimination. This policy applies to both its service delivery and to its own employment practices. You will be willing and able to demonstrate commitment to Thames Hospice Equal Opportunities Policy.

Our Values

Our values are the essence of our culture and inspire our behaviour. They are:

Compassion - we treat everyone with kindness and compassion, providing a secure and caring environment

Excellence - we are committed to delivering and demonstrating excellence in everything we do

Collaboration - we recognise the best quality of care is achieved when we work as a team, leveraging the skills and experience of individuals as well as our healthcare and community partners

Integrity - we always act with integrity and strive to demonstrate ethical standards of behaviour

Respect - we believe in treating everyone with dignity and respect

Ambition - our desire and determination to succeed in meeting the growing needs of our local community

Commitment - we are committed to providing the best palliative and end of life care to all who need us now and in the future

Person Specification

Please note that all criteria are essential unless otherwise stated

1. Specialist Knowledge & Experience

- 1.1. Experience of dealing confidently with the public through various communication methods including: Telephone, Written and Face to Face
- 1.2. Experience of providing administrative support to a team and managing relationships effectively
- 1.3. Experience of providing support for event management
- 1.4. Experience of working in a fundraising or similar environment which generates financial income against targets (*desirable*)
- 1.5. Willingness and ability to demonstrate commitment to Thames Hospice Values
- 1.6. Must be educated to a minimum of GCSE level, grade A-C in English (or equivalent)
- 1.7. Excellence in using Microsoft Word
- 1.8. Previous experience working or volunteering for a charity organisation (*desirable*)

2. Client Focus

Ability to put the needs of supporters first

3. Building Relationships

Ability to quickly build a rapport and establish professional relationships with others, based on trust and understanding

4. Communication

Experience of communicating effectively, both verbally and in writing, adapting style to suit the audience

5. Organisation

- 5.1. Ability to organise time effectively, creating work schedules, prioritising workload and meeting deadlines
- 5.2. Ability to ensure consistency of data accuracy despite interruptions

6. Data

- 6.1. Ability to monitor and evaluate activity in order to produce regular reports in a timely fashion
- 6.2. Experience of consistent data entry and collation of accurate data

7. Resilience

Ability to remain calm and self-controlled under pressure

8. Team Working

- 8.1. Ability to develop effective and supportive relationships with colleagues
- 8.2. Experience of working with volunteers (*desirable*)

9. Using Initiative

Experience of taking responsibility for own actions and make decisions without referring to others

10. IT Skills

Ability to use and work with a CRM database and standard IT systems e.g. Microsoft Office, Word and Excel

Special Conditions

Appointment is subject to a Standard Disclosure and Barring Service check

Access to own vehicle and current driving licence. Insurance for "Business Use" may be necessary

Occasional extended hours or weekend work as required (time in lieu is given)