

JOB DESCRIPTION: SUPPORTER CARE FUNDRAISING ASSISTANT
REPORTS TO: SUPPORTER CARE MANAGER
BASED AT: ST ELIZABETH HOSPICE



JOB SUMMARY

The role holder will work as a key support to the Fundraising Team to help contribute to the successful delivery of the Fundraising Strategy and fundraised income. The role holder will be responsible for administration and stewardship. The post holder will work collaboratively with colleagues to provide support across all areas and ensure a 'seamless' service is provided to supporters through effective teamwork, attention to detail and work management.

SAFEGUARDING RESPONSIBILITIES

- Demonstrate a commitment to keeping adults and young people safe
- Report any disclosure made to you to the appropriate person
- Report any safeguarding concerns in the workplace to the appropriate person
- Maintain an awareness of the Hospice's policies in relation to safeguarding

RESPONSIBILITIES:

- To provide administration support to deliver fundraising activities
- To update the database and ensure all details are kept up-to-date with event registrations, communications, pledges and donor details and supporter journeys are accurately recorded
- To support when required in booking of equipment, collection tins, ordering stationery as required by the fundraising team
- Provide support for our bi-annual Thank-a-thon
- Giving exemplary customer support by taking telephone calls, dealing with enquiries, following up approaches and to provide professional after sales customer service
- To provide an exceptional level of supporter care and stewardship throughout your work with supporters and volunteers in order to help build and maintain ongoing relationships.
- To spot opportunities and refer leads to other income generation & marketing colleagues.
- To build and maintain excellent working relationships with other income generation & marketing colleagues, regularly seeking out others to share information and learn about forthcoming activities.
- To be responsible for issuing and delivery/pick up of collection tins and buckets
- To ensure an accurate and up to date knowledge of all income generation & marketing activities to be able to confidently talk to supporters about ways they can support the Hospice.
- To work within charity legislation and ensure best practice at all times.
- Prepare lists and coordinate mailings lists for supporters, e.g. adhoc in house mailings.
- Assist with supporter resources and seasonal retail merchandise requests.
- Responsible for managing GDPR changes onto the fundraising database, Donorflex, ensuring compliance with the Data Protection Act 2018. Cascading changes to all relevant departments to ensure accurate record keeping.
- Responsible for amendments of details e.g. changes of address from supporters and update the fundraising database, liaising with clinical & non clinical colleagues to ensure the patient and retail databases are kept up to date.
- Recording all incoming and outgoing communications and activity onto the fundraising database, Donorflex.
- Responsible for processing credit/debit card donations over the telephone.

- Responsible for the processing and recording of donations on to the fundraising database Donorflex both manually & electronically through data streaming using a variety of external platforms.
- In a timely manner, provide full administration support, which includes but not limited to; answering telephones, managing mailboxes, dealing with post, ensuring the confidentiality & security within the office at all times.
- Responsible for security of office safe and its contents during office hours, whilst accessing for day to day work.
- Observe the organisation's security protocols and with an understanding of the communications guidelines regarding the current work of SEH.
- Responsible for complete donor thank you correspondence.
- Updating supporter records onto the fundraising database, Donorflex, including changing contact details, processing unsubscribes, entering supporter campaign actions.
- Enter new supporter sign-ups onto the fundraising database, Donorflex, following mailings and events from multiple platforms and through various channels.
- Through exceptional listening and relationship building skills to match supporters with appropriate ways to support and make recommendations in the appropriate way which can often be both emotive and complex.
- Advise donors knowledgeably about tax effective giving, requesting gift aid declarations and sending confirmation letters where appropriate, updating the fundraising database, Donorflex, accordingly.
- To provide administration and other support as required across all fundraising teams, in particular the individual Giving Team, as well as more widely across the hospice.
- To provide an exceptional level of supporter care to ensure that relationships are maintained and developed.
- To identify opportunities and refer leads to other income generation & marketing colleagues.
- To build and maintain excellent working relationships with other income generation & marketing colleagues, regularly seeking out others to share information and learn about forthcoming activities
- To provide administration support for both the lottery (as required from Local Hospice Lottery) and annual raffles including processing all payments manually onto the fundraising database, Donorflex.
- To take the lead on specific fundraising projects as directed by the Head of Fundraising e.g., Gift Aid audit etc.
- To complete the preparation of reports and research interrogating Donorflex and other databases as required along with multiple external platforms.
- To ensure an accurate and up-to-date knowledge of all income generation & marketing activities to be able to confidently talk to supporters about ways they can support the Hospice.
- Supervise office volunteers, preparing work and ensuring they are valued as team members.
- Provide training to all new Donorflex users, helping them maintain an accurate database by providing feedback.
- To occasionally work flexibly outside of normal office hours thereby optimising supporter contact opportunities.
- To undertake any other reasonable duties that may be appropriate in order to help achieve the income objectives of the Hospice.
- To cover for the other members of the Supporter Services team in times of absence, sickness and high workload levels.

PERSONNEL RESPONSIBILITIES:

- To recognise indications of staff stress and to facilitate staff support.
- To participate in the induction of all new staff as required.
- To recognise the value of volunteer contribution and play an active part in their support and development where appropriate.

EDUCATIONAL RESPONSIBILITIES:

- To participate in the Hospice education programme.
- To give feedback from attended education programmes/study days.
- To train and support volunteers in areas of your role that complement the various tasks you are responsible for.

PERSONAL DEVELOPMENT:

- To devise, with your line manager, a personal development plan in line with the Hospice objectives and personal needs.
- To maintain and increase personal professional skills.

ORGANISATIONAL RESPONSIBILITIES:

- To work within the policies of the Hospice and act within Care Standards at all times
- To uphold the hospice and individual team values at all times
- To ensure effective use of resources.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To promote the Hospice philosophy of care towards patients, relatives and visitors.

Because of the special nature of the Hospice and its work the postholder may on occasion be asked to undertake other duties to help maintain our work.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE LINE MANAGER IN CONJUNCTION WITH THE POSTHOLDER.



**PERSON SPECIFICATION
SUPPORTER CARE FUNDRAISING ASSISTANT**

Requirement	Essential/Desirable
Qualifications & Training <ul style="list-style-type: none"> English and Mathematics 	All Desirable
Knowledge & Experience <ul style="list-style-type: none"> Previous experience in a busy customer service and administrative role Experience of a busy administration environment Data importing from various platforms minimum 1 year experience Knowledge of Gift Aid 	Essential Essential Desirable Desirable
Administration <ul style="list-style-type: none"> Accuracy and attention to detail Forward planning and prioritizing Communication <ul style="list-style-type: none"> Effective verbal and written communication skills Ability to contribute to the development of relationships with supporters via telephone, email and face-to-face IT/Technical <ul style="list-style-type: none"> Advanced user of Microsoft packages, Excel and PowerPoint or equivalent including Outlook and internet Ability to investigate data systems and produce reports Organisational <ul style="list-style-type: none"> Strong organisational skills and ability to multi-task, think on feet and cope with pressure Ability to work independently and to deadlines Ability to work on own initiative and as part of a team 	All essential
Personal Qualities <ul style="list-style-type: none"> Confident and mature attitude Self-motivated Flexible and a team player Personable and friendly Creative thinker and problem solver Enthusiasm and demonstrable interest in the work of St Elizabeth Hospice Positive and willing to 'pitch in' as required 	All Essential