

**JOB DESCRIPTION**  
 ‘Happy to talk about Flexible Working’

<b>Job Title:</b>	Supporter Experience & Finance Processing Coordinator
<b>Department:</b>	Income Generation and Marketing
<b>Hospice Band:</b>	Corporate Band H
<b>Reports to:</b>	Supporter Experience Manager
<b>Responsible for:</b>	N/A

### Job Purpose

This role is responsible for processing income and data input for all donations and communications received into the charity, from banking through to reconciliation within the donor database. This team plays a key role in supporting the Fundraising Team to provide a Gold Standard Supporter Journey by processing donations and liaising with supporters in a timely and accurate manner.

### Main Duties and Responsibilities

#### Finance Processing

- Accurate maintenance of information systems relating to donors, contacts, activities and events, including gift aid recording.
- To assist with the opening of post, and sorting and coding donations received in accordance with charity procedures.
- To ensure that donations are consistently coded and recorded on Donorflex, in accordance with the charity’s data policy.
- To ensure all supporter information and acknowledgment correspondence is accurate and produced within the team’s established SLA.
- To assist in the preparation of all cash for banking
- Participation in and contribution to the routine activities of the finance and fundraising departments and supporting with the administration of high-volume fundraising activities and campaigns.
- Responsibility for collecting box management, using the database for counting and recording income, and liaising with other departments involved in issuing and collecting back in boxes.
- Check the Just Giving website for new pages and then create, code and prompt relevant team members

#### Database and Supporter records

- Maintain the quality, accuracy and correctness of the Donorflex database by entering new and updated supporter records.
- Import new donor details to Donorflex from the website
- Update Donorflex with any return to sender post and email unsubscribes

- Review data for deficiencies or errors, correcting any incompatibilities and checking output
- Monitor external fundraising supporter sites and ensure all data is recorded accurately and acknowledgements have been processed
- Update all mailing preferences in line with GDPR
- Ensure the Donorflex database supports all fundraising activities gaining an in depth understanding of all specialist modules, events and campaigns.
- Co-ordinate purchase order and invoicing processes on FocalPoint,
- Co-ordinate the department's stationery requirements, place orders and keep a record of stock levels
- Maintain the department's register of materials, merchandise and gifts in kind to ensure effective distribution of equipment and prizes and correct financial information.
- Manage the Fundraise@email inbox and forward emails to relevant team members or respond directly when necessary, ensuring all communication notes are added to Donorflex
- Ensure all work is compliant with the charity's Information Governance policy and procedures

### **Supporter Service**

- Prioritise incoming calls and distribute to the relevant staff member and/or follow the Supporter Journey process
- Be the first point of contact for supporters accessing the Income Generation Department via the telephone, web, or email
- Following due process, manage any donations that are bought on site to either hospice building and handle any associated queries

### **Brand development and reputation**

- Ensure adherence to and promote our brand and reputation.
- Monitor potential opportunities and threats and ensure internal and relevant external audiences are aware of both.

### **. Expectations:**

- Work flexible hours including evenings and weekends when required.
- Ability to travel to external meetings
- Ability to work across both hospice sites
- Undertake any other duties as may be required by the Supporter Experience & Finance Processing Manager or the Head of Fundraising Partnerships & Supporter Experience

### **General Duties**

#### **Confidentiality**

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the Data Protection Act 1998 when, in the course of their employment, they deal with information records relating to individuals

#### **Equality and Diversity**

- The charity is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The charity expects all staff to behave in a way which recognises and respects diversity in line with the appropriate standards.

#### **Health and Safety**

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace
- All employees must comply with all charity Health and Safety Procedures

#### **Infection Control**

- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

#### **Information Governance**

- All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and that they understand how this affects them in their role.

#### **Professional Development**

- All employees must participate in an annual appraisal and develop a personal development plan with their Line Manager

#### **Safeguarding Children, Young People and Vulnerable Adults**

- The charity is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are therefore expected to behave in such a way that supports this commitment.

**The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs**

**PERSON SPECIFICATION**

<b>Job Title:</b>	Supporter Experience & Finance Processing Coordinator
<b>Department:</b>	Income Generation and Marketing
<b>Band:</b>	H

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE English and Maths or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>NVQ Level 2 or 3 in Business Administration or equivalent experience</li> </ul>	C
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Excellent interpersonal skills which can be adapted to a range of different audiences</li> <li>Persuasive and adaptable written and oral communication skills</li> <li>Knowledge of Volunteer/Fundraising databases</li> <li>Excellent IT skills and proven</li> </ul>	<ul style="list-style-type: none"> <li>Previous use of Donorflex database</li> <li>Experience of working/volunteering in a charitable environment</li> </ul>	A/I

	<p>experience of Microsoft Office including Word, Excel, PowerPoint</p>		
<p><b>Personal skills and attributes</b></p>	<ul style="list-style-type: none"> <li>• Highly organised and comfortable working autonomously</li> <li>• Impact focused and results driven</li> <li>• Ability to work to a target</li> <li>• Able to manage a complex and diverse workload</li> <li>• Experience of working in a customer service environment</li> <li>• Ability to demonstrate tact and discretion when dealing with sensitive and confidential information or situations</li> <li>• Commitment to the aims and objectives of The Hospice Charity Partnership</li> <li>• Emotional resilience to</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of handling stakeholders at all levels</li> </ul>	<p>A/I</p>

	<p>manage the potentially emotional demands of the role</p> <ul style="list-style-type: none"> <li>• Understanding of the general requirements around GDPR.</li> <li>• Knowledge of equality, diversity and inclusion</li> </ul>		
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**A= Application form**

**I=Interview**

**T=Test**

**C=Certificate**