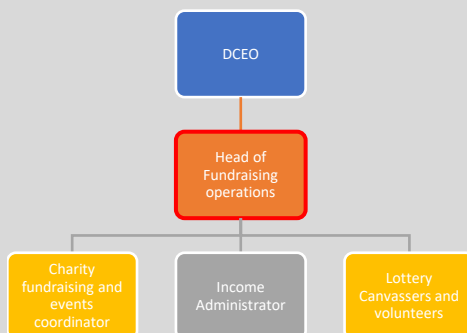


# Role Profile

Job Title	Income Administrator
Department:	Income Generation
Job Family /Level:	NC2
Location:	St Andrews Hospice

The Hospice values its staff health and wellbeing and has in place a vast support package – full details are on our website under 'join us'. [www.standewshospice.com](http://www.standewshospice.com)



**Purpose of the Role:** To deliver the full range of income, lottery, gift aid and database (CRM) administration, ensuring that all donated income and supporter data is processed accurately, securely, compliantly in a timely manner. The post-holder is responsible for carrying out day-to-day administration of all income streams and maintaining high-quality donor records, supporting fundraising, finance and supporter care activities. To be able to provide basic cover duties for Charity Fundraising and Events Co-ordination activity.

## Main Responsibilities (primary accountability and responsibilities expected to fulfil this role)

### People Management / Relationships:

Whilst there is no management of people the role will engage with colleagues from a range of departments within the hospice and external to the hospice through donors and their representatives providing professional and effective income administration, and donor stewardship. The role will sit within the income generation overall team but will liaise closely with the Finance team spending some time working in their offices to maintain cash handling security and dual control.

**Budget and financial management:** The role holder will not be a budget holder.

### Operational

**Income & Donation Administration** - Processing of donations of all types however received (e.g. online / offline / cash) and being able to fulfil the end-to-end processing of such donations to include the acknowledgements and thank you's as required along with entries onto the CRM system and reporting.

**Lottery** – be trained in the operation of the lottery and be able to process all types of lottery administration producing management information as required. Liaise with the external lottery manager as required.

**Gift aid** – To be able to process Gift Aid for both charity and retail fulfilling all administrative functions and contribute to audits as required. Ensure gift aid is captured for every appropriate donation, prepare and submit Gift Aid Claims to HMRC

**General Office & Supporter Care** - Handle telephone, email, post and face-to face enquiries from donors and their representatives, which may include acceptance of donations. Sort and process incoming mail. Maintain secure filing and electronic records. Support security company collections and cash handling processes.

**CRM & Database Administration** – Maintain accurate, complete and up-to-date donor records. Carry out data cleansing, duplicate checking and record updates. Support data requests and reporting for fundraising, finance and supporter care. Always follow data protection and data quality standards. All other duties corresponding with the nature of the role.

### Governance

Working compliantly with **policies and procedures** that govern areas of work such as Lottery, vulnerable donors, cash handling, fundraising policy Carrying out or contributing to **audits** that involve the work of the department (Sys1, cascade, PCI DSS) or any systems in use from time to time Following codes of practice such as GDPR/ DPA 2018, MPS, TPS, CTPS, Fundraising code of practice, Gambling Act

### Engagement

Colleagues within and external to the IG Team, members of the public, donors and their representatives, external third parties as required. Provide cover for colleagues when required to maintain service continuity.

**Health & Safety:** Ensure that work follows good practice relating to health and safety

# Role Profile

## Person Specification:

	Essential	Desirable
<b>Knowledge, Skills and Experience</b>	<p>Experience in an administrative role</p> <p>Experience in cash handling (this can be in the broadest sense to include for example a shop cashier)</p> <p>IT literate with at least a basic working knowledge of excel, or another CRM management system</p> <p>Working accurately</p> <p>Working within regulatory frameworks, policies, procedures</p> <p>Excellent customer service skills particularly when dealing with donors dealing with loss</p> <p>Able to act upon own initiative and problem solve</p>	<p>Experience in working with databases</p>
<b>Qualifications Certification Training</b>	<p>English and Maths L2 equivalent</p>	<p>Admin related qualifications</p> <p>IT Related qualifications</p>

## Expectations & Behaviour's:

We have a clear set of Behaviours and Expectations of our Workforce, and the following are essential to this role:

<b>Valuing People</b>	You are always equitable and fair and work with integrity. You proactively look for ways to develop the team and are comfortable providing clarity by explaining the rationale behind decisions.
<b>Taking Ownership</b>	You are highly self-aware and look for ways to improve, both taking on board and offering constructive feedback. You inspire others to take accountability for their own areas.
<b>Forward Thinking</b>	You can drive forward development, sharing and implementation of and improvements to support strategic objectives. You engage with others in the improvement process.

## Our Values:

The following values demonstrate the practices St Andrew's Hospice employees should adopt.

