

Fundraising Administration Assistant



Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Fundraising Department Vision

As a dynamic team, to act as a highly skilled charity partner that is collaborative, responsive, proactive, solutions focused and adds value to the hospice and our community. In so doing, provide an outstanding donor experience and engender ongoing donor loyalty and support.

It is important to us that all our colleagues:

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others
- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

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To succeed in this role, you will have:

- GCSE Maths and English, Level 4 or above, or an equivalent qualification
- Effective interpersonal skills with the ability to work with people from different backgrounds
- The ability to work alone or as part of a team
- A high level of accuracy and attention to detail
- The ability to work in a busy office environment
- The ability to make sound decisions using own initiative
- Excellent verbal / written communication skills
- Experience of working with databases
- Experience of using Microsoft Office including Word and Excel
- Experience of a wide range of clerical and financial duties
- Experience of working in a multi-task environment
- Proven experience of managing own workload and meeting deadlines whilst working under pressure
- Willingness to work flexibly within a team to ensure activities are delivered on time and to the required standards
- Motivation, commitment and enthusiasm
- Sensitivity in dealing with both the public and our patients and families
- The willingness to be adaptable to meet the changing needs of the organisation
- An understanding of good customer service
- The ability to positively promote the hospice, externally and internally, at all times
- The ability to travel around North Devon without the use of public transport
- The flexibility to work weekends and evenings to support events, where required

In this role you will be responsible for:

- Providing administrative and financial support to the Fundraising team
- Be the first point of contact for all fundraising enquiries (including those received by post, email and telephone). Responding to or correctly assigning emails in the fundraising inbox and maintaining organised records of communications.
- Accurately inputting, batching and recording donations onto the fundraising database, including cash, cheques, card payments and donations from online fundraising platforms (NDH website, Paypal, GoFundMe, Facebook and Justgiving).
- Updating and maintaining supporter contact records in the database, including recording of gift aid declarations and GDPR permissions.
- Manage the distribution of collection tins and collection buckets, ensuring these are tracked
- Assist with regular inventories of fundraising collateral and materials, ensuring an organised work environment for all fundraising resources
- Sending out fundraising materials to supporters as and when requested.
- Producing and sending 'thank you' letters / emails in a timely manner and updating the fundraising assets
- Accurately maintaining filing systems, database and team stationary
- Supporting the team by engaging with supporters who visit or call the hospice
- Providing administrative holiday cover for the Fundraising team
- Helping to prepare and submit monthly Gift Aid claims and identifying donors in the database where we could obtain gift aid permissions
- Assist the team in the run up to events and at events.
- Supporting the Fundraising team in delivering the required income to sustain the charity

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Your competency framework – you will:

Strategic Thinking and Setting Direction

- Act as a positive role model for change and innovation in a way that inspires and reassures staff, patients and the public
- Show openness to new information and views from different standpoints and modify own thinking
- Gather feedback from patients, service users and colleagues that help you to do things better, more efficiently and improve services

Sharing the Vision and Delivering the Service

- Support others to provide good patient care and high quality services
- Demonstrate a culture of high achievement, showing pride in the quality of our services and taking action where improvements are needed
- Participate in and contribute to organisational decision-making processes
- Use feedback on things that are working well and things we could improve to do your job more effectively

Leading People

- Help create the conditions that help the team provide mutual care and support and create pride in achievement
- Be able to receive and act upon challenge and feedback and take action to improve own performance
- Challenge colleagues in a constructive and appropriate way

In addition, we will ask you to:

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process to help safeguard the welfare of patients, visitors, and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

The small print:

- This job description may be reviewed in consultation with you and considering any changing service requirements
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time

March 2025