

JOB DESCRIPTION

Job Details	
Job Title:	Supporter Care and Fundraising Assistant
Band:	Croner – Administration – Rank 8
Department:	Fundraising
Directorate:	Marketing & Engagement
Reporting to:	Supporter Care Manager
Responsible for:	
Location	Winsley/ office based with occasional remote working

Job Summary / Main Purpose:

At Dorothy House our vision is a society where everyone has access to end of life and palliative care. By joining the fundraising team, you will be able to create the change needed to ensure our community receives the care they need and deserve.

As our Supporter Care & Fundraising Assistant you will ensure our supporters receive an outstanding experience that will help grow long term relationships and support.

This is a fantastic opportunity to join an exciting, supportive and genuinely caring organisation, through a varied and challenging role. No two days are the same and your working day will range from general supporter engagement, recording of financial donations, data entry, database work, general fundraising tasks, phone calls and face to face interactions with our supporters and of course, thanking our supporters both online, via the phone and by mail.

Principal Duties and Responsibilities

Supporter Care & Stewardship

Be the first point of contact answering the fundraising phone line, speaking with supporters, and triaging them to the right team for assistance if you are unable to help them.

Monitor, daily, various fundraising email inboxes and triage across the team as appropriate.

To provide bespoke and relevant thank yous to supporters for their donations in a timely and appropriate manner that exceeds expectations.

Cross check 'in memory' donations against the death list, ensuring all information is correct. Send a sensitive letter to bereaved.

Income Processing

To enter gifts onto our internal database, (including creating supporter records) from a range of sources including postal, online, and third-party platform donations as required, in a timely manner.

Ensure that all supporter details are accurately entered on the CRM, including mailing preferences and gift aid declarations, in a consistent manner in accordance with fundraising procedures.

To work with the Finance Team to ensure the CRM is reconciled with the bank statement on a weekly basis and the accounting records monthly.

Process event entries and sponsorship forms including calculation of gift aid where appropriate.

Support Direct Debit and standing order processes.

General Responsibilities

Data entry onto the CRM, working with the data team to keep data clean, and notifying fundraisers of any new supporters.

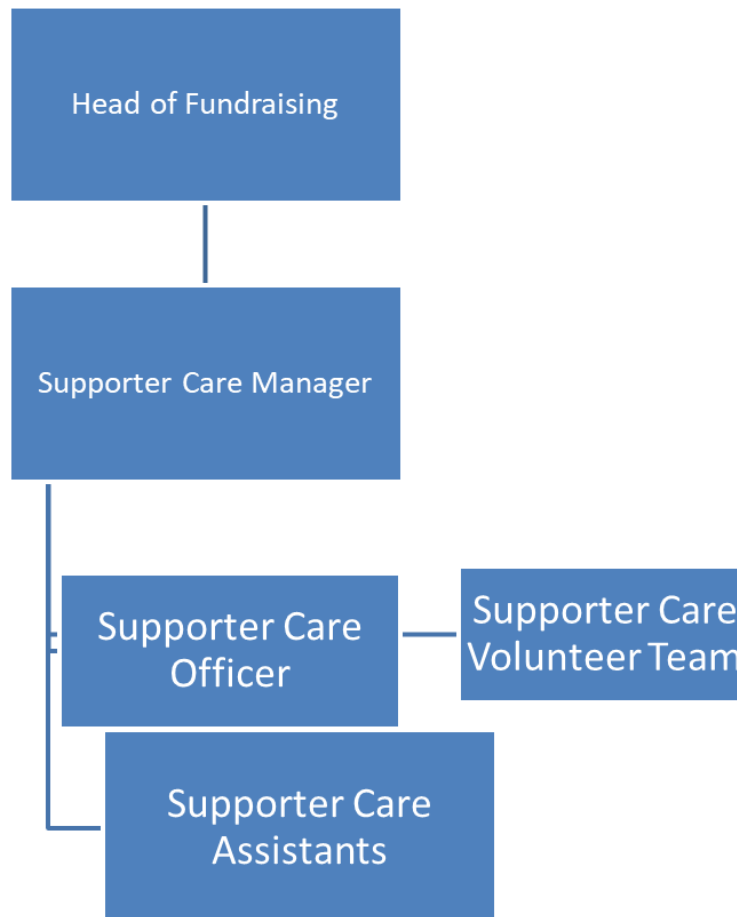
Manage all fundraising materials and fulfilment requests.

Responsible for the monitoring and reordering of fundraising stock.

Updating process documents, fundraising guides, and templates as and when required.

General administration tasks across the team.

Structure Chart



Contacts

Supporter Care Manager – provide information and act on instructions.
Members of the fundraising team – provide information, data for mailing, donor information.

Finance Office – joint entering of donations in the cashbook.

Members of the public who call either on telephone or in person to give donations.

Contact Centre or Administration Staff when establishing details of patients or

their next of kin, in order to acknowledge donations.

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Person Specification –

Criteria	Essential	Desirable
Excellent administrative skills with an attention to detail	X	

Confident using Microsoft packages Word, Excel and PowerPoint	X	
Can demonstrate excellent analytical and reporting skills.	X	
Excellent written and verbal communication	X	
Can demonstrate knowledge of the fundraising / charity market.		X
Knowledge or experience in marketing and/or fundraising.		X
Experience in Supporter Care		X