

JOB DESCRIPTION

Job Details	
Job Title:	Supporter Care and Fundraising Assistant
Band:	Band 3
Department:	Fundraising
Directorate:	Marketing & Engagement
Reporting to:	Supporter Care Manager
Responsible for:	
Location	Winsley/ office based with occasional remote working

Job Summary / Main Purpose:

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

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 not able 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 Dynamics 365, (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 onto Dynamics 365, including mailing preferences and gift aid declarations, in a consistent manner in accordance with fundraising procedures.
- To work with the Finance Team to ensure Dynamics 365 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.

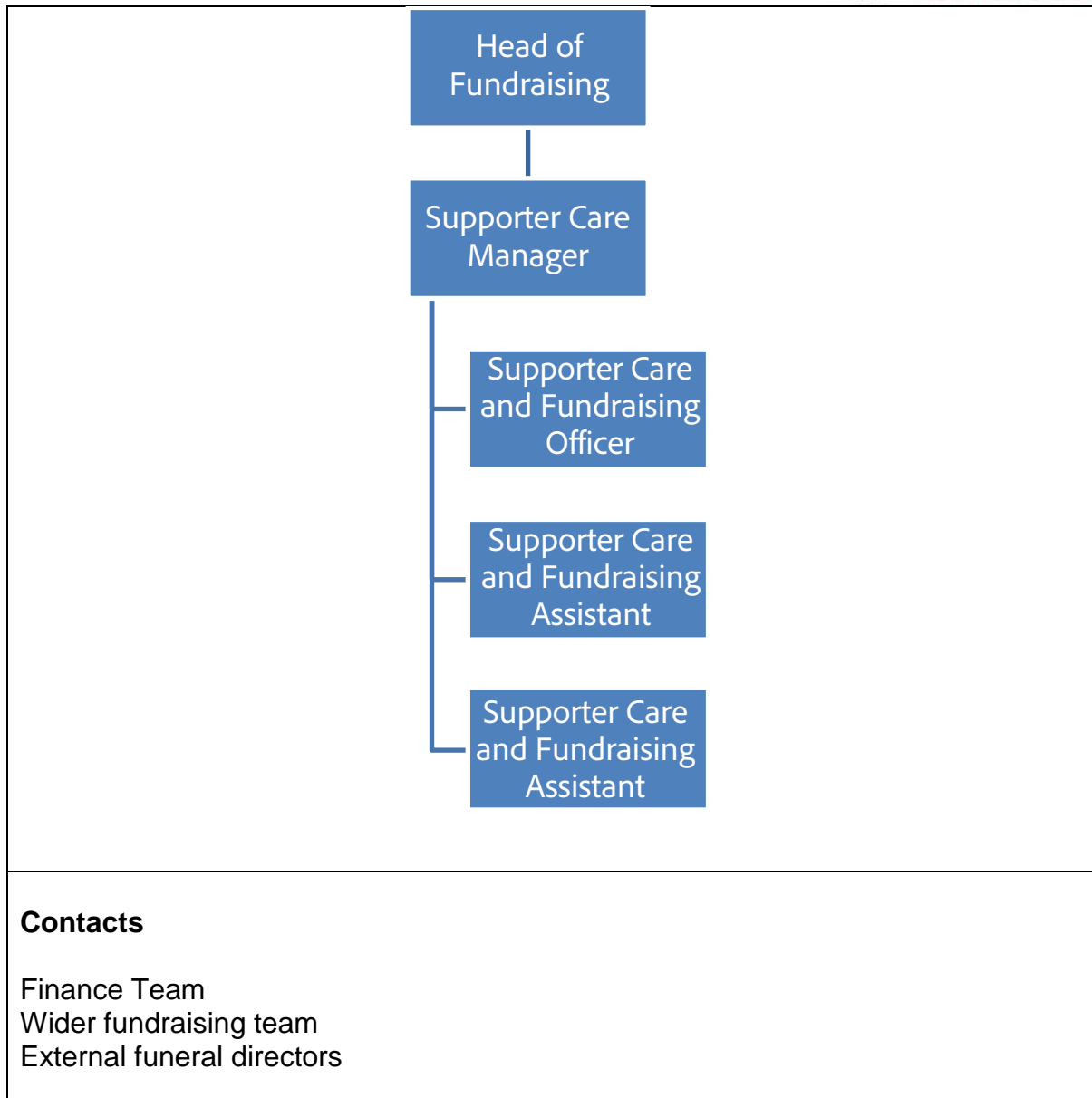
General Responsibilities

- Data entry onto Dynamics 365, 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.
- Provide support when necessary to the Heads of Fundraising.
- Work with the box collectors to produce letters and resolve any problems regarding box site donations.
- Work with volunteers when needed for varied fundraising and supporter care tasks.

Other duties

- To help at events when needed.
- To help access all supporter journeys and help ensure our supporters are at the heart of what we do.
- To continually increase your knowledge around supporter care, database and fundraising best practise and legislation.
- To continually develop your knowledge of Dorothy House, the Hospice movement and our community.
- To act as an ambassador for the fundraising department and the charity both internally and externally.
- To undertake any other assignments within the fundraising department and wider organisation as required.

Structure Chart



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
Experience in Supporter Care / Customer Care	X	
Can demonstrate strong analytical skills	X	
Good interpersonal skills, being a confident communicator and presenter	X	
Can give examples for thinking creatively to complete task and achieve goals.	X	
Experience using Microsoft tools such as Excel and PowerPoint, for creating presentations and reports.	X	
Experience working within a Marketing role		X
Has a good understanding of fundraising and/or the charity sector		X
Can demonstrate knowledge of marketing strategies and practices		X