JOB DESCRIPTION

**JOB TITLE: Fundraising Assistant**

**REPORTING TO:** Donor Care Supervisor

**Salary:** Agenda for Change Band 3

**Hours:** 22.5 hours per week (with occasional evening & weekend work)

**Contract: P**ermanent

**Location:** Derry/Londonderry

# Overall Job Purpose

Reporting to the Donor Care Supervisor, the Fundraising Assistant will be responsible for providing excellent donor care, as well as all administration support to donors. The post- holder will also provide fundraising administration support including finance and reception.

# KEY RESPONSIBILTIES:

**Supporter / Donor Care**

1. Provide excellent support to donors and supporters.
2. Ensure supporters and donors are thanked within the specified turnaround times and that all such communications for supporters and donors are accurate and exact.
3. Ensure that all donor concerns, complaints and/or feedback are recorded and dealt with efficiently and effectively.

# Financial and Associated Administration

1. Carry out financial procedures and ensure all associated activity is carried out in full compliance with Foyle Hospice financial policies:
2. Ensure database maintenance, regular cleaning and updating of donor records ensuring accurate and current information is available at all times in line with GDPR.
3. Open post, count fundraising income, oversee on-line donations and data input including large volume of financial gifts through a range of income streams onto fundraising database, ensuring they are processed accurately and efficiently and accurately coded with fundraising stream to facilitate monitoring and evaluation of all fundraising campaigns.
4. Administer Gift Aid for Foyle Hospice ensuring use of appropriate systems and processes to record all Gift Aid declarations and to assist in the preparation of Gift Aid claims.
5. Run reports to balance and prepare donations for lodging and assist with preparation of bank lodgements.
6. Assist with administrative support activities for fundraising campaigns throughout the year including events, coin hunt, community fundraising, direct mail, raffles, draws, in memory and regular giving.
7. Undertake financial and donor care duties as required for the effective and efficient delivery of the Weekly Draw.
8. Contribute to the Fundraising Department team monthly meetings on the Donor Care function.

# General Administration

1. General Clerical Duties (i.e. Typing, Photocopying, Faxing, Filing etc.), Note taking at various meetings and fundraising call handling.
2. Assist with volunteers of differing abilities within the fundraising department as and when required.
3. Undertake any other special projects or duties, which may from time to time be requested and which are commensurate with the duties and responsibilities of the post.

# Monitoring, Evaluation and Management Reporting

1. Provide fundraising reports from the Donorflex programme for daily, weekly, monthly, quarterly reporting or as required.
2. Ensure confidentiality and take proactive steps to ensure compliance to GDPR at all times, to minimize risk, maximise data security and to handle any actual or potential breach.

# Quality and Safety

1. Adhere to quality assurance standards and codes of practice in line with changing requirements, legislative compliance and best practice in relation to the activities under your remit.
2. Ensure that all activity is carried out in full compliance with Foyle Hospice financial and administrative policies and procedures.
3. Ensure the efficient and effective use of all our resources (staff, financial and physical).
4. Adhere to all organisational policies and procedures.
5. Manage your own wellbeing and support interventions for employees in line with organisational need.
6. Ensure adherence to all Health and Safety Regulations applicable to the working environment and adhere to same.

# Personal Development

1. Maintain high professional standards and keep abreast of relevant issues and continue own personal and professional development. Foyle Hospice will provide relevant education and development opportunities where it is deemed appropriate.

# Other

Carry out such other duties as required as are consistent with the mission of the organisation and overall purpose of the job.

**ADDITIONAL INFORMATION FOR EMPLOYEES**

Conduct

Employees must at all times abide by Foyle Hospice policies and procedures and the terms of their contract of employment. They must conduct themselves with impartiality, integrity, objectivity and honesty and maintain high standards of personal and professional accountability.

Performance

Employees are expected to demonstrate commitment to the Hospice by ensuring regular attendance at work and efficient completion of duties.

**Risk Management**

Employees must ensure that they comply with any risk management responsibilities specific to their post.

**Governance**

The Hospice is committed to the development and implementation of systems under governance to ensure continuous improvement in the quality of services provided. Employees will be expected to be pro-active, co-operate and work with these systems.

**Confidentiality**

All information concerning patients and staff must be held in the strictest confidence and may not be divulged to any unauthorized person. Social media policy must be adhered to at all times.

**Equality & Human Rights**

Employees must ensure that equality and human rights issues are addressed within the post holder’s area of responsibility.

**Health and Safety**

Employees should note that under Health & Safety at Work Legislation they are required to take all reasonable steps while at work to ensure their own health and safety and the health and safety of those who may be affected by their acts or omissions at work.

**Smoking, Alcohol & Health**

Foyle Hospice operates policies on smoking, alcohol and health.

**Environmental Cleanliness**

The Hospice promotes a culture of cleanliness and has adopted a partnership and collaborative approach that recognises cleanliness as the responsibility of everyone, cascading throughout every level of the organisation.

**Infection Prevention & Control**

The Hospice operates policies to prevent healthcare associated infections and the post holder is required to comply with all infection prevention policies, guidelines, protocols and procedures.

***The duties and responsibilities outlined in the above job description are not intended to be definitive nor restrictive, and may be amended to meet the changing needs of Foyle Hospice,* following discussion with the post holder.**

**May 2022**

**Access NI Disclosure** – Foyle Hospice operates in line with the Access NI Code of Practice. Further details can be obtained from [www.accessni.gov.uk](http://www.accessni.gov.uk).

It should be noted that some posts fall within the definition of ‘Regulated Activity’. Further information on Regulated Activity can be obtained on request. Any post falling within the definition of Regulated Activity will be subject to an Access NI Enhanced Disclosure check with Barred list check.

*This job description reflects current aspects of the post and applicants must be aware that the hospice is constantly changing and developing its services. This may mean changes in the role and the successful applicant will be one who demonstrates a flexible attitude and willingness to embrace change in the interests of the service.*