

Job Description

POST:	Supporter Engagement Assistant
HOURS:	Up to 35 per week
CONTRACT:	12-month Fixed term
LOCATION:	St John's Hospice
ACCOUNTABLE TO:	Director of Income Generation
REPORTS TO:	Head of Supporter Engagement

JOB PURPOSE

As a competent administrator with excellent interpersonal and communication skills you will provide support to the Head of Supporter Engagement and the wider Supporter Engagement and Lottery teams. This includes ensuring all communication is effortless, consistent and engaging in order to support, steward, develop and retain supporters through great one-to-one supporter care.

You will support the team in building strong, loyal relationships with supporters, lottery players and in memory donors through verbal and written communications and work with colleagues to deliver an excellent supporter experience. Stewardship of our growing community is vital to our success as we keep donors and supporters engaged in our work and motivated to continue to support us.

Collecting, storing and using data in line with the Data Protection Act and the Fundraising Regulator you will ensure supporter data is accurate and up to date enabling meaningful data to be extracted and analysed and accurate forecasting.

KEY WORKING RELATIONSHIPS

- Director of Income Generation
- Head of Supporter Engagement
- Head of Fundraising
- Supporter Care Team
- Solicitors
- Stewardship list
- Charitable trusts and Grant funders
- Marketing & Communications Team
- Members of the Public

MAIN DUTIES

- To manage your work against agreed performance indicators and work with an innovative, positive and creative ethos.
- Upload website income and customer details onto the appropriate Donorflex module, including donations, event participant details, event registration payments, merchandise sales (Christmas cards etc.) and the recording of contact preferences and Gift Aid Declarations.
- Ensure that JustGiving pages are coded correctly and in a timely manner
- Execute JustGiving payment report uploads to ensure fundraising income and donations are recording correctly and comprehensively on supporter records.
- Assist in the administration of the St John's Hospice Lottery ensuring all personal data and data processes are carried out under GDPR and are compliant with the Gambling Commission and Fundraising Regulator's requirements
- Access third party Sharefile site to download and process files regarding new members, direct debit payments, cancellations and unpaid reports
- Liaise with our lottery canvassing company to download new weekly signups and import these into Donorflex using the Datastream Mapping module.
- Process regular group payment uploads using the Datastream Mapping module.
- Run the weekly Friday draw and carry out post-draw tasks, which include generating the winner's cheques and weekly letters, creating the winner's poster and publishing on the Hospice website.
- To use supporter data in accordance with St. John's Hospice policies, the Data Protection Act and in line with the Fundraising Standards Board.
- Support the Head of Supporter Engagement and the wider Supporter Care team and have the ability to work effectively under pressure whilst maintaining excellent attention to detail and accuracy.
- Respond to all enquiries professionally and in a timely manner.
- Maintain up to date records of all communications and activities, enabling accurate data to be extracted and analysed.

In Memoriam

- Lead our Memory Tree work including effective communication with supporters who have a Memory Tree leaf, maintain accurate records relating to this, liaise with the 'engraver' and organise the annual Memory Tree supporters' event and to effectively promote our new Donation boxes
- Promote our new range of In-Memory products including our keepsake cushions, liaise with sewers and to keep accurate records relating to orders and grow this income stream

PEOPLE AND DEPARTMENTAL MANAGEMENT

- Share ideas and opportunities with other members of the Supporter Engagement and Lottery teams
- Use own initiative to manage work volumes and prioritise workload. Accountable to the Director of Income Generation and line managed by the Head of Supporter Engagement who will provide management support
- Work is a mix of supervised and unsupervised with a degree therefore of self-checking. Responsible for ensuring that workloads and deadlines are managed effectively.
- To work hours as designated and agreed with the Head of Supporter Engagement
- To comply with all relevant legislation

OTHER

- Be aware of the overall activities of the Hospice and represent the Hospice at functions when necessary.
- Carry out any other duties as requested by the Head of Supporter Engagement
- Employees must demonstrate commitment to their own personal development and are required to make a positive contribution to Income Generation and raising the profile of the Hospice locally and nationally.
- Undertake annual statutory and mandatory training annually.

The responsibilities set out in this document may change from time to time through discussion with the post holder. In addition, the post holder might, at the discretion of the Senior Management Team, be required to take on other tasks in the wider interests of the Hospice.

STANDARD/ENHANCED DISCLOSURE REQUIREMENT

Standard

DUTIES AND RESPONSIBILITIES TO ST. JOHN'S HOSPICE

1. Confidentiality

Each member of the Hospice staff is responsible for ensuring the confidentiality of any information relating to patients, personal information relating to staff, volunteers, supporters, visitors or contractors, financial information, commercial information, and for complying with all the requirements of the Data Protection Act and Caldicot Guidelines whilst carrying out the duties of the post. Any breaches in Hospice confidentiality will be dealt with by St. John's Hospice Disciplinary Procedure and may result in dismissal.

2. Health and Safety

Each member of the St Johns Hospice staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

3. External Interests

Each member of the St Johns Hospice staff is responsible for ensuring that any external interest they have do not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict with their work. Each member of staff is reminded to refer to their employment contract in relation to any other secondary work that they may do alongside working for St John's Hospice and their obligations under the Working Time Directive.

4. Statutory Training

Each member of the St Johns Hospice staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

5. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the St John's Hospice to achieve its corporate goals and objectives.

6. Safeguarding

Each member of St John's Hospice staff is responsible for understanding their responsibilities for Safeguarding Children and Vulnerable Adults in accordance with their job role and any requirements they are obliged to follow as members of their profession. Staff should seek guidance from their immediate supervisor if in doubt.

7. Disclosure and Barring

Each member of staff is required to disclose any caution, fine, penalty or criminal conviction that may occur during the course of employment. This should include any motoring convictions as this may affect the staff member's ability to use Hospice vehicles. Any change in circumstance must be reported immediately to the staff member's supervisor so that any impact on ability to work in post can be assessed.

8. Equality and Inclusion

Each member of staff is required to undertake their duties with due regard for the provisions of the Equality Act 2010 i.e. not to discriminate against members of staff, patients, patient family members, volunteers, supporters, contractors and any visitors to the Hospice.

9. Volunteers

The role of volunteers is integral with the work of St John's Hospice and paid staff are required to underpin this in their attitude and actions.