
Job Description

Post:	Administrative Assistant
Department:	Income Generation and Marketing
Hours:	37.5 hours per week, Monday to Friday with very occasional evening and weekend working to support fundraising events
Salary:	£20,397
Reports to:	Fundraising Manager
Accountable to:	Director of Income Generation & Marketing

Job Summary:

As our Administrative Assistant you will work across the entire fundraising team (Income Generation & Marketing Team) to provide full administrative support. Our responsibility is to grow our fundraising annually in order to deliver the care which is required to those living with a life limiting illness.

By providing the very best customer service to our supporters and giving them a positive experience, you will connect, build and retain relationships for support. You will assist with the smooth running of fundraising activities, and you will operate within the ethos and culture of the charity to promote our values outwardly.

You must be confident and self-motivated and be passionate about going the extra mile for the organisation. You will work closely with the team, our colleagues, volunteers and the community to be able to make a real difference to the charity and ultimately our patients, their families and carers.

Job Purpose:

To deliver efficient and conscientious administrative support to the fundraising team.

Main Responsibilities:

Including but not limited to:

- Be the first point of contact for all fundraising-related enquiries via email, telephone, or in person, responding in a professional and timely manner with a focus on excellent customer service and stewardship.
- Update our database to keep a record of all communications whether they be by telephone, email or in person conversations
- Process and record donations received into the hospice and through varying platforms accurately onto our database and ensuring consistency and timely thanking procedures.
- Assist in ensuring Gift Aid declarations are received with donations, following up if necessary and recording appropriately.
- Flag up any potential case studies and stories of interest to the Marketing & Engagement Manager

- Manage & maintain the stock of fundraising and communications materials.
- Process event and campaign registrations including fulfilling registration packs
- To collate information and materials as requested by fundraisers, supporters and volunteers such as banners, balloons, collection tins, merchandise, etc.
- Manage the distribution and locations of our collecting tins. Liaise with the venues and team of volunteers that service these, thanking everyone involved and recording the income.
- Archive documents and ensure these documents are grouped, numbered and stored securely and maintained on a regular basis.
- Keep literature and posters around the hospice up to date and accurate.
- Ensure our retail shops are supplied with key marketing materials such as leaflets and posters.
- Provide support for grant applications and prospective corporate partners by undertaking initial research as directed by the relevant manager.
- Assist with our twice yearly grand draw raffle, posting out raffle tickets and dealing with enquiries and administering returns.
- Accurately record our supporters marketing preferences, ensuring we communicate with them in the most efficient way, as well as adhering to GDPR
- To support the day-to-day management where required
- Support with hospice driven activities such as thank you events, open days and volunteer recruitment activities.
- To liaise, where appropriate, with the finance team to help ensure incoming monies, and expenditure, is recorded accurately and in a timely manner.
- Provide cover and support for colleagues as required.
- Take a flexible approach to your daily tasks, being responsive to the needs of the team.
- Adhere to all areas of fundraising regulation.

Health and Safety

All employees have a duty to take reasonable care to avoid injury to themselves and others. They are to make themselves aware of the Eden Valley Hospice' Health and Safety Policy and procedures, thus ensuring a safe working environment. Line Managers are responsible to promote working safely and ensuring that their team are carrying out duties in a safe manner.

Data Protection and Confidentiality

All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.

All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures.

Training

All employees are expected to keep their mandatory training up to date. Line Managers are responsible for ensuring their team have adequate time and resources to ensure all mandated training requirements are completed. Annual appraisals are to be completed in a timely manner, in which relevant development and training requirements are identified.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

Person Specification

Job Title: Administrative Assistant

Qualifications	Essential	Desirable
GCSE or equivalent (grade C or above) in English and Maths	✓	
Knowledge and experience		
Experience of working in an office, administrative setting or customer service role	✓	
Experience of using databases; inputting and managing information	✓	
Computer literate and competent with Microsoft Office, inc Word and Excel	✓	
Working with volunteers		✓
Knowledge of Data Protection law		✓
Previous experience in a not for profit environment		✓
Skills and abilities		
Good attention to detail and high levels of accuracy	✓	
Strong time management skills	✓	
Excellent interpersonal and relationship management skills	✓	
Ability and experience of working well in a team	✓	
Ability to empathise and be sensitive in difficult situations	✓	
Personal qualities		
Willingness to work some very occasional evenings and weekends to fulfil the requirement of the post	✓	
A positive, self-motivated and enthusiastic attitude to work.	✓	

Able to work under pressure and to deadlines	✓	
Commitment to the vision and values of Eden Valley Hospice and Jigsaw, Cumbria Children's Hospice	✓	
Car driver – full driving licence and access to own transport, or the ability to travel independently		✓