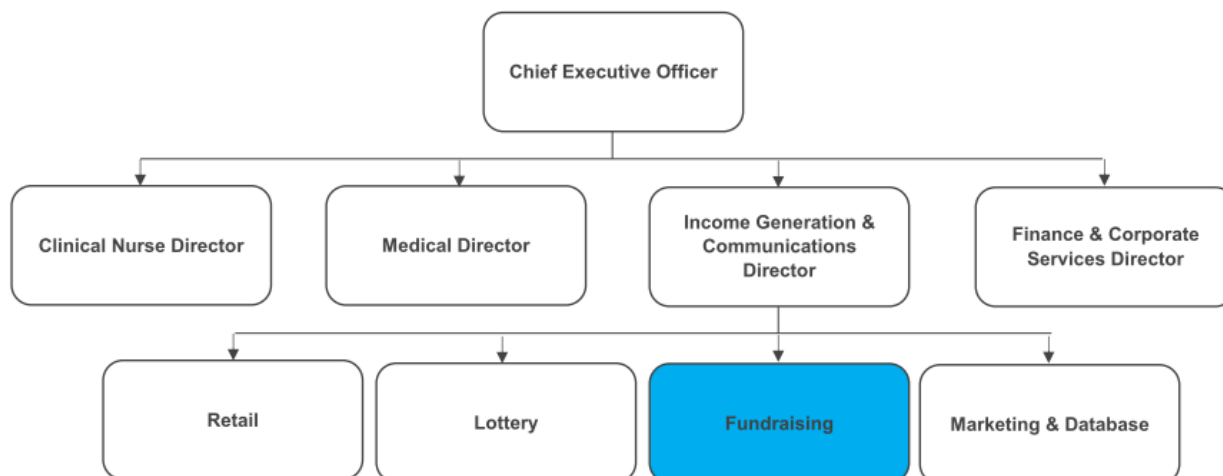


## JOB DESCRIPTION

<b>Job Title:</b>	<b>Bank Fundraising Administrator</b>
<b>Department:</b>	Income Generation & Communications
<b>Post Holder:</b>	tbc
<b>Salary:</b>	Admin 1
<b>Reports to:</b>	Fundraising Manager
<b>Accountable to:</b>	Director of Income Generation & Communications

### Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

<b>Job Purpose:</b>	To provide administration support to the fundraising team, ensuring that the hospice's fundraising operations is administered to the highest standard of efficiency and accuracy.
<b>Key Working Relationships:</b>	Fundraising Team Income Generation & Communications team Finance team Volunteers Donors, Supporters and Customers

**Role Responsibilities:**

- Provide administration support to the fundraising team and ensure that all administration tasks are completed efficiently, accurately and to agreed deadlines.
- Enter income and other data onto the supporter database, ensuring it is accurate and up to date.
- Respond to enquiries received by telephone, email or in person as required, providing supporters with high levels of donor care at all times.
- Work closely with the Fundraising Team to ensure donation acknowledgment and administration is effective
- Assist in the planning and organising of fundraising events
- Supervise office-based volunteers in administration tasks as required.
- Liaise with other members of hospice staff to ensure relevant information is shared appropriately.
- Maintain organised electronic filing systems.
- Attend Fundraising and income generation meetings as required.
- Ensure that all fundraising activity complies with best practice, relevant codes of practice and legislation.
- Work within agreed hospice policies, procedures and guidelines.
- Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members.
- Any other duties as deemed necessary by the Fundraising Team or Income Generation & Communications Director.

**General Responsibilities:****Health and Safety**

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with Bolton Hospice.

**Confidentiality**

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

**Infection Control**

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

**Training**

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend training as required by the Hospice.

**Safeguarding Vulnerable People (Children and Adults)**

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

**Disclosure & Barring Service Check**

This post is subject to a Disclosure & Barring Service check.

**Valuing Equality and Diversity**

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

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. This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>Bank Fundraising Administrator</b>
<b>Department:</b>	Income Generation & Communications
<b>Salary:</b>	Admin 1

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	Educated to GCSE level or equivalent.	Educated to A level or equivalent.	Application Form
<b>EXPERIENCE</b>	Experience of working within an administration role. Experience of dealing with the public.	Experience of working with volunteers.	Application Form Interview
<b>SKILLS</b>	Excellent customer service skills. Excellent organisational skills. Excellent communication skills - able to communicate effectively with a wide variety of people.	Accounting / mathematical skills.	Application Form Interview
<b>KNOWLEDGE</b>	Computer literate - Microsoft Office, internet and email.	Knowledge of data protection.	Application Form Interview
<b>PERSONAL ATTRIBUTES</b>	Attention to detail. Able to plan, manage and prioritise own workload. Strong teamwork ethic. A commitment to the vision and values of Bolton Hospice.	Self-motivated and able to use initiative.	Application Form Interview