



JOB DESCRIPTION

Job Title:	Fundraising Assistant
Responsible to:	Public Fundraising Manager
Salary:	£23,742 per annum (pro rata)
Hours:	22.5 hours per week worked flexibly across 3-5 days
	Income Generation > Fundraising
Team:	Hybrid. Based from Nottinghamshire Hospice, 384 Woodborough Road, Nottingham, NG3 4JF with opportunity for home working.
Location/Base:	

JOB SUMMARY

Nottinghamshire Hospice lead the provision of compassionate, community end of life care to those who are dying in Nottinghamshire from a terminal or life limiting illness.

We launched a new three-year fundraising strategy in 2023, and excellent data management underpins this strategy. Our CRM database is critical to that, and this role will play a key role in ensuring we can achieve our strategic aims.

The role is responsible for all aspects of the database administration, accurately recording income streams and donor information from across fundraising and producing reports for various stakeholders.

In addition, the role will support the development of our supporter information by producing reports and analysis to inform the development of a donor journeys. The role will work alongside other team members on our stewardship strategy to ensure we adequately thank and recognise the fundraising activities of our supporters.

This is an exciting and challenging role and will play an active role in growing our fundraising income into the future.

ORGANISATION CHART/ ACCOUNTABILITY

MAIN DUTIES AND RESPONSIBILITIES

Database Administration

- Ensure a professional, effective and efficient database and resources administration for all elements of fundraising income.
- Lead the ownership of the supporter database including donors, supporters, media, marketing, trusts and foundations contacts.
- Ensure all income data is recorded quickly and accurately.
- Design clear processes and ways of working for the database in order to find efficiencies and ensure our database is used to its full potential.
- Act as the account lead with our database provider, attending account meetings and training as required, maintaining the relationship between Nottinghamshire Hospice and the provider.
- Promote good database hygiene and practice with all team members, recognising and putting in place training support for team members when identified.
- Support the team in preparing campaign mailings.
- Design and produce regular dashboard and statistical information reports for a variety of colleagues.

Compliance

- Working alongside our finance team, ensure all data recorded meets their requirements for audit and management information. Ensure data consistency across reporting systems.
- To maintain confidentiality of paper and electronic information relating to the database including correct storage, and removal of data when required.
- Work with the Head of Fundraising to develop clear GDPR standards for all data.
- Work with the Head of Fundraising to develop clear consent messages that maximise our ability to communicate with supporters whilst meeting our GDPR requirements.
- Ensure the database complies with these GDPR requirements.
- Ensure all data breaches are identified and reported using the incident and accident process ensuring compliance with GDPR and the fundraising code.

General

- Provide general administration to other aspects of fundraising as required.
- Work flexibly to the needs of the post including occasional evenings and weekends.
- Ensure Nottinghamshire Hospice's commitment to equality, diversity and inclusion is embedded in all areas of fundraising practice.
- Act as a champion for equality, diversity and inclusion, challenging poor or inappropriate practice in all areas of Nottinghamshire Hospice delivery of service. This is not restricted to the Income Generation team.

PERSON SPECIFICATION

Essential

- Experience of database admin or other transferable administration experience.
- Strong analytical skills and ability to understand data and utilise this to support decision making.
- Comfortable communicating in a variety of formats with a range of stakeholders, and confidence in communicating with the general public and our supporters.
- Confidence to work across all levels of the organisation and with external partners, donors, supporters and suppliers.
- Ability to work under pressure with a proven ability to use own initiative and problem solve.
- Strong organisational and time management skills with a proven ability to manage a high workload.
- Ability to work on own initiative and as part of a team.
- Committed to learning and developing within the role.
- Knowledge and understanding of GDPR and data protection.
- Understanding of confidentiality and sensitivity around data.
- Excellent computer literacy skills including - Word, Excel, Powerpoint and Outlook Email.

Desirable

- Previous experience of using DonorFlex.

WORKING CONDITIONS / EFFORT

- Working at a VDU/PC for a large part of the role.
 - Frequent interruptions with staff enquiries and telephone calls.
 - Liaise effectively with all levels of staff.
 - Communication within team and other agencies as necessary.
 - Sitting in same position for periods of time.
 - Busy workload.
 - Based in historic building therefore lift not available.
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HEALTH AND SAFETY, CONFIDENTIALITY AND EQUAL OPPORTUNITIES

HEALTH AND SAFETY / SECURITY

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

INFORMATION GOVERNANCE

Nottinghamshire Hospice is required to maintain compliance with the NHS Information Governance Toolkit. All staff must ensure compliance with the requirements for information management and security. Should a breach occur all staff are required to report it immediately to their Line Manager and the Data Protection Legislative Controller.

INFECTON CONTROL

Nottinghamshire Hospice has its own policy for Infection Control. All staff must keep up to date with the new policies and subsequent implementation in practice. All staff must contact their Line Manager if they are suffering from any form of infection with may put patients and other staff at risk.

NO-SMOKING POLICY

Nottinghamshire Hospice has its own smoking policy which details the Hospice is a non-smoking organisation. The policy applies to all staff at all times.

EQUAL OPPORTUNITIES

Nottinghamshire Hospice has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and Equal Opportunities Policy. All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly, all staff have a responsibility to highlight any potentially discriminatory practice to their Line Manager, trade union/professional associations. Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file.

PERFORMANCE REVIEWS

The Hospice is committed to regular performance appraisal (including setting objectives for review annually) and agreement of personal development plans for all staff to enhance their ability to fulfil the requirements of their post.

CONFIDENTIALITY AND FREEDOM OF INFORMATION

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be confidential and must not be divulged without prior authority other than in accordance with the provisions of the Policy on raising concerns about Health Care Services as may be amended from time to time.

All information held by Nottinghamshire Hospice is subject to the General Data Protection Regulations 2018. You will be required to observe Nottinghamshire Hospice policy on the data Protection applicable to your role, functions and wider organisation requirements.

Breaches of the regulations or any aspect of confidentiality will result in disciplinary action and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Hospice in any dealing they may have with employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

In addition to the above confidentiality requirements, you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information.

Any altering, destroying or concealing of information held by the Hospice with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

JOB DESCRIPTION AGREEMENT

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Hospice's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the post holder prior to the changes being made.