

WHAT'S THE ROLE?

INCOME PROCESSING EXECUTIVE

Providing excellent data service by updating, preparing and uploading Direct Debit payment files to our payment processing partner. This role has responsibility for creating and maintaining Direct Debit information on our database and maintaining the flow of data for supporter fulfilment within this process. This requires handling data efficiently, promptly, and most importantly, accurately in accordance with our business objectives while complying with best practices and regulations.

IN THIS ROLE YOU'LL...

- Prepare payment and cancellation files and ensure these are uploaded to be processed, to set timeframes.
- Upload new donor records including Gift Aid declarations.
- Take responsibility for checking that incoming data matches uploaded data, investigating and resolving discrepancies.
- Monitor data feeds and report any issues to the Data Import Manager and Developer (e.g., payment files from fulfilment agencies, uncoded gift data etc).
- Collaborate with Customer Experience team to ensure positive experiences for our customers throughout the Direct Debit lifecycle.
- Support the Data Operations Executive role, coding, resolving and importing bulk import exceptions into our Raiser's Edge database (using source data, Message Broker ETL and ImportoMatic).
- Provide financial reconciliation data for data feeds to internal customers.
- Work with both Individual Giving and Data Import teams on income and fulfilment activities.
- Check and upload regular data files; adjust gift data in Raiser's Edge when required.
- Download daily manual data files (e.g., Facebook) and uploading these to our ETL tool.
- Carry out customer data processing and other data tasks as required.
- Assist with general data housekeeping and periodic cleansing (e.g., AddressAccelerator and other updates).
- Provide support to other teams; locate donations and data on the CRM; help to support new process initiatives.
- Comply with data protection legislation, best practice and charity policies.
- Assist and support other team tasks and organisational projects when required.

WHO YOU ARE

- Excellent attention to detail and experience in dealing with high volumes of work.
- Positive with solution focussed outlook.
- Excellent prioritisation and decision-making skills, able to work to tight deadlines with changing priorities

- Experience of:
 - Income processing and Gift Aid
 - Working with a CRM database (ideally Raiser's Edge) and inputting data accurately
 - Processing financial details accurately
 - Building and maintaining relationships
- A good team player with the ability to work using own initiative and take instructions.
- Confident and professional manner on the phone and face-to-face.
- Ability to identify and implement improvements to processes and ways of working
- Knowledge of fundraising principles and techniques.
- Working knowledge of standard IT packages including Microsoft Word, Excel and PowerPoint.
- Actively supports our commitment to equity, diversity, inclusion and allyship.

YOUR ROLE: THE NUTS AND BOLTS

Your line manager:

Data Import Manager

Pay Band:

Band 2B – Officer or Executive

Contract:

Permanent

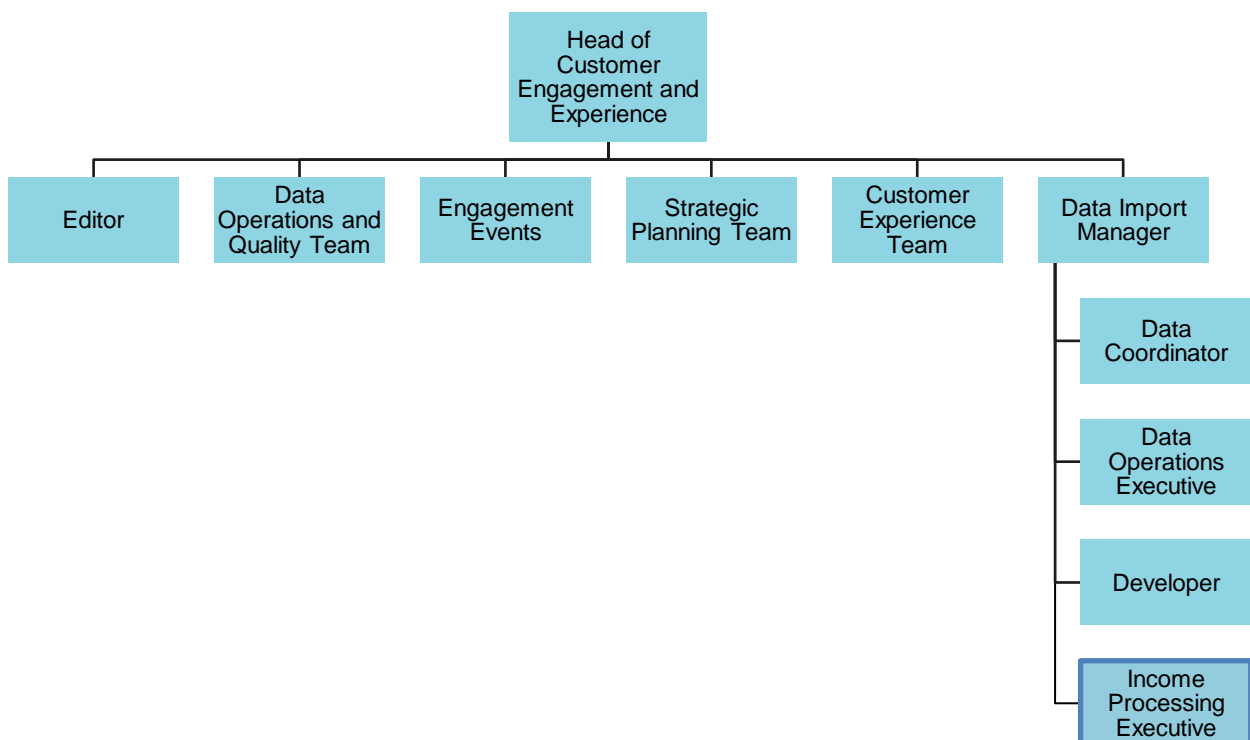
Hours:

Full time; 37.5 hours per week - We're happy to consider requests for flexible and part-time working on hiring.

Location:

Hybrid working – a combination of remote and in-person working at our London Bridge office. You'd need to be in the office two days a month and we may need you to come in for specific meetings.

WHERE DOES MY ROLE FIT IN THE ORGANISATION?

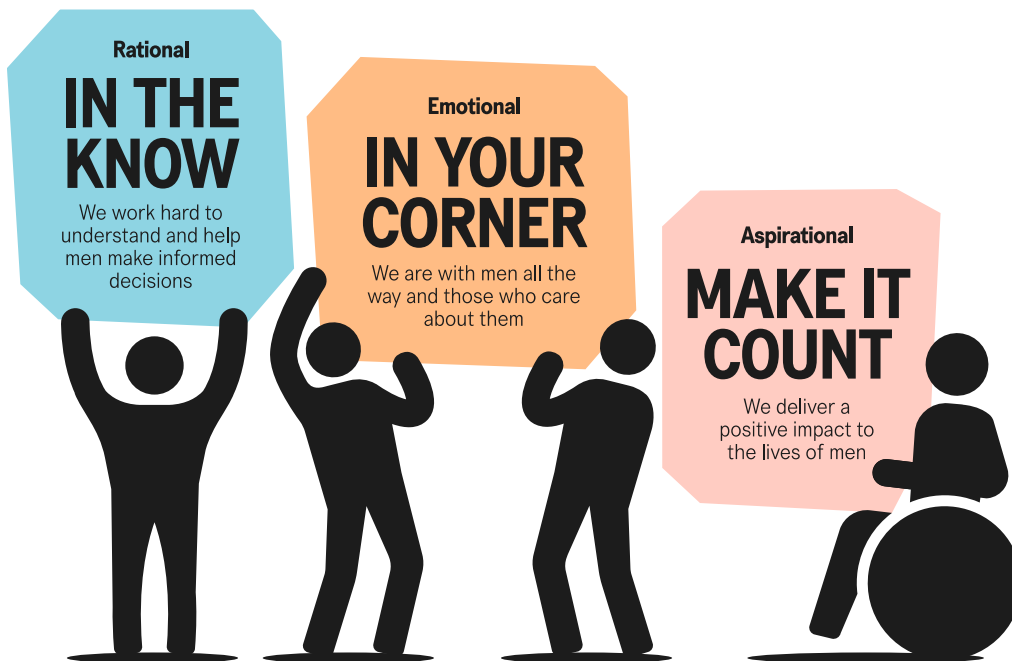


OUR CULTURE

VALUES AND BEHAVIOURS

Our values and behaviours help us make decisions, work together and guide the sorts of conversations we have on a day-to-day basis. They underpin our brand identity and give us a shared understanding of who we are and how we work together to create positive change, every day.

OUR VALUES



OUR BEHAVIOURS

RATIONAL	EMOTIONAL	ASPIRATIONAL
GENEROUS WITH KNOWLEDGE Switched on and well-connected, we share our expertise and make informed decisions.	GOT YOUR BACK Unembarrassed and reassuring, we listen, understand and stand up for those in need.	DO WHAT MATTERS Impossible to ignore, we focus on what matters to drive results and maximise our impact.
NATURALLY CURIOUS Constantly learning and hungry for knowledge, we challenge and push for answers.	OPEN TO ALL Inclusive and open-minded, we recognise everyone is unique and embrace different perspectives.	NEVER SETTLE Fired up and determined to make a difference in everything we do – and driven to give our best.

HOW TO APPLY

To complete your application, you will be asked to upload your CV and complete the supporting information section through our application portal. Please fill in parts one and two of our application for your personal statement, both have an 8000-character limit. You may wish to use a method such as the '[STAR](#)' technique or similar. When completing the statements please ensure you clearly provide a full and relevant example of how the criteria apply.

PART ONE

Please address the core/essential skills, experience and competencies required using real examples where possible and tell us in what ways you are a good match for the role.

This provides you with a great opportunity to showcase your knowledge, skills and experiences with the most important aspects of this role which will be used in reviewing and shortlisting applications:

- Excellent attention to detail and experience in dealing with high volumes of work.
- Positive with solution focussed outlook
- Excellent prioritisation and decision-making skills, able to work to tight deadlines with changing priorities
- Experience of:
 - Income processing and Gift Aid
 - Working with a CRM database (ideally Raiser's Edge) and inputting data accurately
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Part two:

Please provide us with any further supporting information that you feel will benefit your application. You may want to reference the values and behaviours sections.

This provides you with a great opportunity to further support your application, showcase your understanding of the role and how you feel you will be able to contribute to the success of Prostate Cancer UK.

Apply via our [jobs page](#). If you require any adjustments or assistance, please email hr@prostatecanceruk.org

We look forward to receiving your application!