



FUNDRAISING DATA AND OPERATIONS MANAGER

SALARY	£39,500 - £42,500 Internal grade 5
LOCATION	Hybrid – 3 days working at The Ark (Barnet, North London) and 2 days working from home.
HOURS	37.5 hours per week Monday to Friday, 9am to 5.30pm
CONTRACT	Permanent, full time
REPORTING TO	Head of Supporter Engagement

ABOUT NOAH'S ARK CHILDREN'S HOSPICE

Designed by families, for families, The Ark was opened in September 2019 by the Mayor of London. The grounds offer wheelchair accessible outdoor experiences, including a Woodland Walk through a 7-acre nature reserve, a hydrotherapy pool and overnight suites for families to be close to their loved ones.

At The Ark we are able to provide Specialist Care and Nursing for babies, children and young people, supporting their full clinical, emotional, social and practical needs. We have created a space where children who are seriously unwell are accepted as they are, safe to play, explore, express themselves and build confidence.

Rated as 'Outstanding' by the Care Quality Commission, the charity has had a sustained period of growth over the last two years and we are looking for high quality employees to come and be a part of that success.



Our expert staff and trained volunteers provide clinical, emotional and practical support for families across North and Central London and Herts Valley. We carefully adapt our support for every child and offer it wherever it is required - whether in their home, their community or at our state-of-the-art children's hospice building, The Ark, in Barnet.

We are dedicated to providing quality services and equal opportunities for all and guarantee interviews for all disabled candidates who meet the minimum criteria of the role.

JOB DESCRIPTION

The Fundraising Data and Operations Manager role sits within the Supporter Engagement (Public Fundraising) team which is part of the wider Income Generation and Communications directorate. It is a pivotal role as it's at the centre of all our Fundraising data, payments and supporter-related processes.

The role plays a vital function in our income generation, supporter cultivation and marketing activities. As such, the postholder is expected to be a proactive enabler for the team.

ABOUT YOU

You will be a highly organised, dedicated and reliable CRM professional, ready to play a significant role in enabling the team to achieve our ambitious income generation and supporterbase growth targets.

Previous experience of working with a CRM database is essential. You will additionally have demonstrable experience in data segmentation and analysis.

You approach tasks with a collaborative, nurturing and fundraising-focused mindset.

You thrive in a collaborative, high-performing team where colleagues support one another and work together to achieve shared goals. You enjoy building positive relationships, sharing ideas and contributing to a culture of continuous improvement.

Most importantly, you are motivated by purpose. You understand that your contribution to fundraising will make a real and lasting difference to the lives of the babies, children and families supported by Noah's Ark Children's Hospice, helping ensure they receive exceptional care when they need it most.

KEY TASKS & RESPONSIBILITIES OF THE ROLE

DATA MANAGEMENT AND ADMINISTRATION

- Manage and maintain the Fundraising CRM (Beacon), ensuring accuracy of records and regulatory compliance at all times.
- Manage data import and export processes and templates.
- Be responsible for data selections, including data segmentation for appeals and supporter communication.
- Manage CRM automations using appropriate tools, including Mailchimp.

FUNDRAISING OPERATIONS

- Import and process all payments, across all Fundraising income sources, ensuring income is correctly defined and coded.
- Manage the team's third party payment platforms, configuring these in line with campaign goals, supporter journeys and operational needs.
- Manage the team's Mailchimp data selections, segmentation and appeal configuration. Collaborate with the Marketing team to set up appeals, communications and supporter journeys. Manage Mailchimp integration with CRM to maintain data integrity, supporter content preferences and post-campaign analysis.
- Support the Finance team with weekly and monthly processes to enable financial reconciliation.
- Work with the external Face-2-Face agency on management of data flows, ensuring cancellation payment information is accurately reconciled and credits are claimed.
- Maintain accurate Gift Aid records to ensure claims are compliant and Gift Aid income is maximised.
- Regularly monitor the cost of third-party payment services and equipment and make recommendations on achieving spend efficiencies.
- Create and manage payment, ticketing and registration forms on Beacon for donations, Challenge and Special Events, Supporter days and organisational fundraising.
- Create and manage supporter communication templates to facilitate bulk mail-outs.

DATA INSIGHTS AND ANALYSIS

- Undertake data analyses and report on any meaningful trends to inform future income generation and Supporter stewardship activities.
- Produce KPI trackers on Beacon (primarily through Dashboards) to enable the team to report on performance against targets.

TEAM SUPPORT

- Support the Income Generation and Communications team with CRM-related requests and queries. Approach all support queries with a fundraising-focussed mindset.
- Provide CRM training to the team as needs arise.
- Manage the CRM Volunteers team, providing guidance and support where required.

INTERNAL COLLABORATION

- Work with the **Head of Supporter Engagement** on implementing data management strategies, robust processes and policies to ensure data integrity and compliance.
- Work with the **Finance team** in the recording and reconciliation of income to agreed schedules. Respond to queries from the Finance team and work in collaboration to manage income coding.

EXTERNAL COLLABORATION

- Work with CRM provider Beacon to resolve data integration issues where required, implement data governance policies and maximise operational functionality.
- Work with third party systems providers to ensure timely provision and accuracy of payments and related data.
- Seek out opportunities to learn from internal and external professionals, and share those learnings with the Income Generation and Communications team where applicable and beneficial.

GENERAL

- Occasional evening and weekend work will be required for fundraising events.
- Undertake training when required to develop skills and keep up to date with the changing requirements of the role.

TRAINING

1. Employees are required to attend and complete mandatory and other training as required by their role and within training expiry time frames.
2. Employees must take the initiative to actively seek out training updates required for their role.
3. As appropriate to take part in supporting the development and training of colleagues, families and others.

MANDATORY CRITERIA

1. Noah's Ark Children's Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
2. All employees will demonstrate commitment to and actively promote Noah's Ark's commitment to value and respect diversity and inclusion in all aspects of their duties and working relationships.
3. All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.
4. You will be expected to comply with Health and Safety, Fire and Infection Control regulations and Hospice policies.
5. Confidentiality: Protect patient data and follow our Confidentiality policies & procedures at all times, both during employment and after the termination of employment.
6. Model the charity's values of Kindness, Excellence and Courage.

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

PERSON SPECIFICATION

Please ensure you address these requirements in your application form (under Supporting Statement).

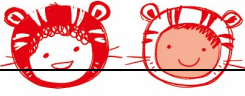
You will need to provide clear evidence that demonstrates how you meet each requirement based on your skill, knowledge and experience.

The evidence will be assessed by the following stages of the recruitment process. A= Application form

I = Interview, T = Interview task, PEC = Pre Employment Checks.

	ESSENTIAL	DESIRABLE
QUALIFICATIONS		1. Data management or digital marketing qualification.
SKILLS / KNOWLEDGE / EXPERIENCE	1. At least 2 years' experience with fundraising CRM systems with a good understanding of the links between data and fundraising, marketing, and finance operations. 2. Experience of devising data selection criteria and running data exports. 3. Demonstrable problem-solving skills. 4. Experience of working with large datasets and data analysis to spot trends and opportunities. 5. Knowledge of Data Protection legislation. 6. Strong administration skills with a sound working knowledge of Microsoft Office.	1. A practical understanding of the UK Gift Aid scheme. 2. Knowledge of Data (Use and Access) Act 2025 Experience of working in a fundraising environment. 3. Building and managing supporter journeys. 4. Familiarity with the geographical area Noah's Ark covers.

BEHAVIOURAL / PERSONAL	1. Ambitious – A determination to succeed and improve your work and the work of those around you in order to enable improved outcomes for those relying on the Charity. 2. Organised – Ability to plan ahead and map your workplans in a systematic manner to enable working under pressure priorities workload and meet deadlines. 3. Confident – The confidence to propose ideas, inspire internal and external stakeholders, bringing them on the journey with you. 4. Attention to detail – Excellent attention to detail with the ability to actively seek and find solutions to problems. 5. Team player – Ability to work flexibly, proactively and effectively with others as one team, collaborating to achieve a shared vision. 6. Ability to live the Noah's Ark values of kindness, courage and excellence.	1. Ability to work proactively and make decisions, demonstrating initiative and taking action to solve problems and maximise opportunities for income generation and supporter engagement. 2. Experience of establishing and managing effective external relationships. 3. Ability to hit the ground running, absorb complex information quickly and work to a schedule of deliverables where requirements can change.
MISC	1. Commitment to safeguarding and the welfare of children and young people. 2. Ability to ensure that internal policies and procedures are complied with.	



NOAH'S ARK

children's hospice

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| <ol style="list-style-type: none">3. Enhanced Disclosure & Barring Service (DBS) check.4. Willing to undergo immunisation checks and immunisations where applicable. | |
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CHARITY BENEFITS

ANNUAL LEAVE

27 days, rising by a day after each completed year up to 30 days. We offer the ability to buy or sell up to 5 days

ENHANCED MATERNITY & PATERNITY PAY

Maternity leave: 12 weeks full pay, followed by 14 weeks half pay. Paternity leave: 3 weeks full pay (statutory qualifying & length of service applies). Additionally, we offer paid leave for miscarriage: 5 days for the individual or 2 days for a partner.

BIKE2WORK SCHEME

Salary sacrifice scheme offering the opportunity to purchase bike and accessories, with tax free payments spread over a period of time.

CARERS LEAVE

Employees with caring responsibilities entitled to 2 days paid carers leave, to support a dependent.

CULTURE CHAMPION

A monthly opportunity to win Culture Champion for living the charity's values, which comes with a small gift.

FLEXIBLE WORKING

Flexible working opportunities are available to staff, dependent on the charity's needs.

FREE PARKING

Free local parking, a short walk away.

LEARNING AND DEVELOPMENT

Each employee receives suitable training and development opportunities.

LIFE ASSURANCE

Staff receive Life Assurance (Death in Service) from Canada Life Group Insurance, equal to 4x annual salary.

PAID MEMBERSHIP TO BLUE LIGHT CARD

Staff receive a Blue Light card offering discounts at various popular brands and stores.

PENSION

AVIVA pension scheme, Noah's Ark will match contributions up to 6%.

SEASON TICKET LOAN

An interest-free loan is available to all staff to purchase their season ticket

STAFF REFERRAL SCHEME

Monetary incentive for staff who successfully recommend a candidate for an open position.

SUBSIDISED CAFE

Freshly prepared hot and cold meals served at The Ark daily.

FREE MENTAL HEALTH SUPPORT

Mental health support is available to all staff via our Employee Assistance Program.

LONG SERVICE AWARDS

We offer a special leave allowance for long service ranging from an extra one week up to four weeks of additional paid leave, depending on your length of service.



HOW TO APPLY

The application form is available to be completed under the relevant vacancy at

<https://www.noahsarkhospice.org.uk/work-with-us>

If you would like to have a confidential discussion about this role, please email the PeopleTeam at

people@noahsarkhospice.org.uk or call 020 8449 8877.

**Please be aware that Noah's Ark has a PAT dog. Occasionally, families may also bring their pets to The Ark.*

we can't wait to
hear from you!



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Noah's Ark Hospice is a Company Limited
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Company Registration No. 3901606
Registered Charity No. 1081156

OUR VALUES

Our values capture who we are, and what we expect from staff and volunteers. They are the 'Noah's Ark way', and are reflected in everything we do



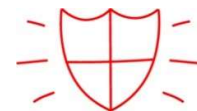
KINDNESS

- We show compassion and empathy in all our interactions
- We put the child and family at the heart of all we do
- We are considerate: act thoughtfully and behave with integrity
- We go above and beyond
- We embrace diversity
- We create precious moments for children and their families
- We actively promote good mental health and look after our team
- We do not judge others for their differences



EXCELLENCE

- We are exacting and passionate about our mission
- Our expert and dedicated team is tenacious and solution focused
- We are pioneering, creative and adaptable
- We collaborate and build partnerships
- We listen and learn
- We are considered and reflective
- We plan and grow responsively and responsibly
- We invest in our people



COURAGE

- We are strong and ambitious in all we do
- We challenge the status quo, making bold decisions and thinking big.
- We help families and each other build resilience and aim to empower
- We act with candour and integrity
- We reach out to people in very difficult circumstances
- We do not shy away from making hard decisions or from challenging situations
- We are not afraid to ask for help