

Compton

Fundraising Support Officer

Candidate Information Pack

October 2024



1/ Welcome

Thank you for your interest in joining Compton and our team at Royal Trinity Hospice.

Established in 1956, we are proud of our long history and track record as fundraising thought leaders, planners, and practitioners in the UK and world-wide.

Our clients recognise Compton as *'the trusted name in fundraising'*, thanks to the transformational contributions we make. Over the last 70 years, we have helped to raise hundreds of millions of pounds for thousands of not-for-profit clients.

Royal Trinity Hospice is one of our longstanding clients and we have a record of success in generating income and sustainable growth across all income streams. Our fantastic team of around 15 professionals, from Interns to Senior Consultants, is dedicated to raising vital funds for this incredible organisation and cause.

Thank you for your interest in joining us.

A handwritten signature in blue ink, appearing to read 'Anthony Davison'.

Anthony Davison - Managing Consultant and Director of Fundraising at Royal Trinity Hospice

2/ About Royal Trinity Hospice and the role

Royal Trinity Hospice is the UK's oldest hospice and serves a community of 750,000 in central and southwest London. Trinity delivers specialist end of life and palliative care at the Hospice and in the community and support and counselling services for their family and friends.

Their ability to deliver this outstanding care to patients and their families is reliant on the Compton fundraising team assigned at Trinity delivering ambitious funding results.

The position of Fundraising Support Officer is a vital role within our Supporter Care team. The Supporter Care team is often the first point-of-call for Trinity's supporters and fundraising queries – with communication across phone, e-mail and post channels.

The Fundraising Support Officer provides an important part of the donor experience ensuring that all transactions are processed accurately, and donations are thanked in a timely manner.

The role supports the wider Fundraising team and fundraising activities across eleven income streams.

- **Role:** Fundraising Support Officer
- **Reporting to:** Supporter Care Manager
- **Salary:** £28,000 - £32,000 depending on experience
- **Contract:** Permanent
- **Location:** Royal Trinity Hospice, London
- **Hours of work:** 37.5 hours a week
- **Annual Leave:** 25 days plus Bank Holidays
- **Standard Life pension scheme** with Company contributions starting at 3%
- **Compton conferences, workshops** and other learning and development groups
- **Non-contributory life assurance** scheme
- **Employee Assistance Programme** offering free 24/7 support + counselling and advice

3/ Job Description

As Fundraising Supporter Officer, you will:

- Process cash, credit/debit card and CAF donations received via post, telephone and online platforms (e.g. JustGiving, Stripe, Enthuse).
- Thank donors appropriately, liaising with Fundraising Managers as needed.
- Perform bank statement reconciliation, which includes processing standing orders, direct debits, online giving and legacies.
- Answer incoming calls to the Fundraising Team and respond to general email enquiries, maintaining Trinity's clear tone of voice and style.
- Work as part of the wider Fundraising team providing support and participating in other duties where required.
- Support and attend fundraising events, occasionally outside of normal working hours.
- Work in a hybrid model of some days in the office and others from home.



“Come and join my team to help raise vital funds for Royal Trinity Hospice. The hospice provides specialist care to thousands of Londoners every year.”

Louise Parker – Supporter Care Manager

4/ Person Specification

Experience, knowledge and skills desired

A desire to represent the client charity with enthusiasm, professionalism and authenticity.

A passion for working within a team delivering results that empower a charity to meet their charitable objectives.

Excellent verbal and written communication skills.

Excellent attention to detail.

Experience in processing income and handling of monies securely.

Experience of delivering excellent supporter care or customer care in a charitable or commercial setting.

Demonstratable experience of good organisational skills.

Knowledge of a database system and donor and client record management (most preferably Raiser's Edge).

A good understanding of the need to accurately input and record all donor details – particularly consent and Gift Aid information.

Some knowledge on GDPR and other data protection regulations governing interactions with donors and the recording and use of information.

5/ How to apply

Send your CV and covering letter to cjackson@comptonfundraising.co.uk by 24 October 2024.

Compton Fundraising encourages people from all backgrounds to apply for this position. Compton is committed to creating a workforce which is representative of our society, and to bringing together those with a variety of skills and experiences to help shape what we do and how we work.

We will be conducting interviews with selected candidates as applications come in, so may appoint before the deadline of 24th October.

Connect with us:



[Compton Fundraising Consultants Ltd](#)



comptonfundraising.co.uk



Some members of the Compton team at a recent fundraising event