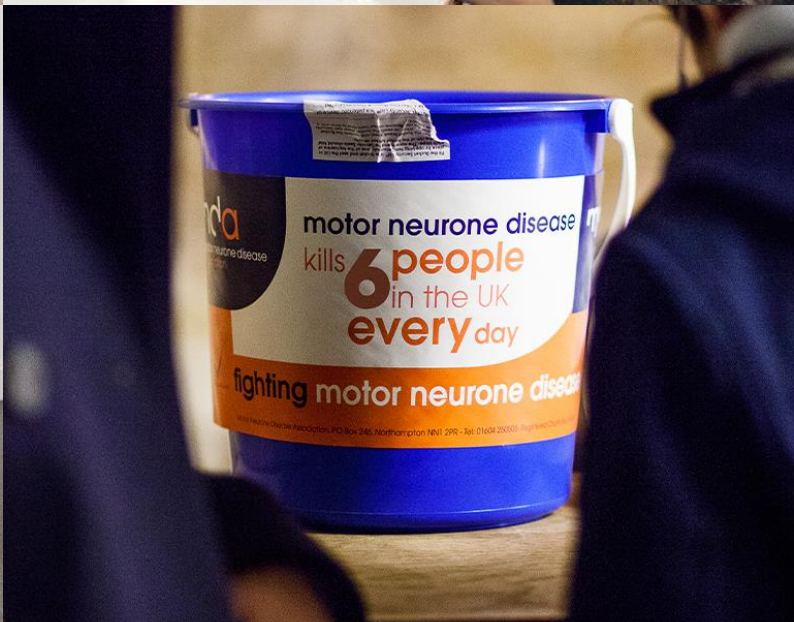


Recruitment Pack

Working towards a world free from MND



About MND and the work of the Association

Motor neurone disease (MND) is a fatal, rapidly progressing neurological condition affecting more than 5,000 adults in the UK at any one time. The disease causes messages from nerves (motor neurones) in the brain and spinal cord that control movement to gradually stop reaching the muscles, leading them to weaken, stiffen and waste.

The result is that people become locked in a failing body, unable to move, talk and eventually breathe. Some may experience changes in thinking and behaviour, with a proportion experiencing a rare form of dementia. MND does not usually affect senses such as sight, hearing and touch.

MND kills a third of people within a year and more than half within two years of diagnosis. It affects people from all backgrounds and a person's lifetime risk of developing MND around 1 in 300. Today six people will be diagnosed and six will die from MND. There is no cure.

The MND Association focuses on funding research, improving access to care and campaigning for people living with or affected by MND in England, Wales and Northern Ireland. We have over 11,000 members forming a powerful network that provides information and support for people with MND, their families and carers. We fund and promote research that leads to new understanding and treatments, and brings us closer to a cure. We campaign and raise awareness so the needs of people with MND are recognised and addressed by wider society.

People with MND, their families and carers are at the heart of everything we do



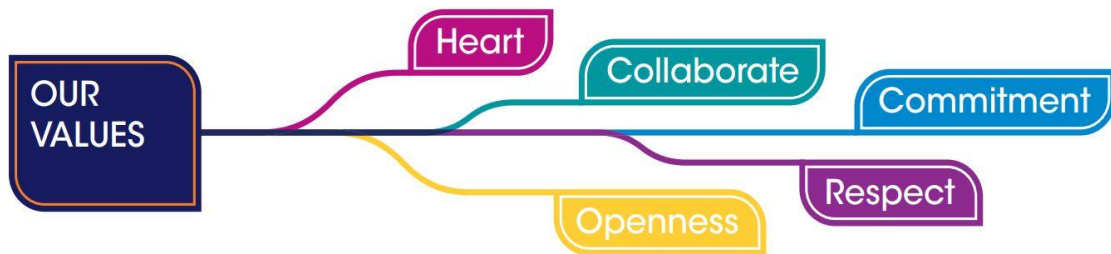
Our vision and values

Our vision

A world free from MND.

Our values

- People with MND, their families and carers are at the **heart** of everything we do.
- We **collaborate**, and value everyone's contribution.
- We achieve excellence through personal **commitment** and ongoing improvement.
- We **respect** and respond to people's diverse needs, backgrounds and views.
- We achieve our aims through building **open** and transparent relationships.



Our Promises

To harness the hope within our community to speed up progress towards a world free from MND, the MND Association has committed to five Promises. Our Promises give us focus to work faster and fight harder to strive for better – together with our community. Simply put, they drive everything we do.

Promise 1 We will not rest until: MND is treatable and ultimately curable

We are seeking new collaborative drug discovery and development projects, helping to fund and facilitate the research that is taking us ever closer to uncovering the causes of MND, effective treatments and ultimately a cure.

Promise 2 We will not rest until: Everyone gets the care they need when they need it

Co-ordinated multi-disciplinary care is the very best way to ensure a person with MND has access to all the healthcare professionals they need, at the right time. Our 22 care networks across the country provide this. But not everyone with MND has access to the same level of support. That must change.

Promise 3 We will not rest until: Every day with MND counts

For people with MND, technology can help life be the best it can be. We are working with tech giants from around the world to find solutions to real-life problems.

Promise 4 We will not rest until: You are heard

If we shout louder and to the right people, things will change. If we all join together we can't be ignored.

Promise 5 We will not rest until: No one faces MND alone

We will work to break down barriers that prevent people with and affected by MND from accessing the help and support they need.



About the role

Title: Income Co-ordinator

Team: Income

Directorate: Fundraising

Salary: circa. £28,000 per annum plus benefits

Location: Northampton office with hybrid-working

Hours: 37 hours per week

Contract Type: Permanent

Hybrid expectations: 2-3 days minimum office attendance per week. 5 days per week office-based training is required for the first 8 weeks. (flexibility to attend the office more regularly on occasion may be required to meet business needs)

Do you have a skill for processing tasks and the ability to effectively co-ordinate workloads? Do you thrive in a role that combines efficiency with attention to detail? If so, we have an exciting opportunity for you to join our Fundraising Team as an Income Co-ordinator.

As our Income Co-ordinator, you will be responsible for co-ordinating the income processing tasks for the Income team and oversee processing for Gift Aid Claims. You will proactively process claims with integrity, consistency, and accuracy, in compliance with HMRC regulations, ultimately maximising our income from supporters.

Your day-to-day responsibilities will involve daily and weekly scheduling of income processing tasks, addressing complex queries while providing an excellent supporter care service, and managing Gift Aid claims efficiently.

You'll also be instrumental in providing training to others on the claims process, spotting any discrepancies, and collaborating with other fundraising teams to optimise Gift Aid claims.

In addition to your Gift Aid responsibilities, you'll process income and data onto our database, maintaining high standards of accuracy and consistency. All income will be added and coded with accuracy and consistency.

To excel in this role, you'll need to adhere to data protection regulations, HMRC guidelines, and internal compliance policies rigorously. You'll also be an integral part of our Supporter Care team, fostering cross-team collaboration and contributing actively to working groups.

If you're ready to make a meaningful impact in the world of fundraising while working in a supportive environment, then we'd love to hear from you. Join us as we strive to maximise our income which is essential to support people living with an affected by MND.



Job purpose

Responsible for co-ordinating income processing tasks; ensuring an even and fair distribution of workload. Monitor workloads and ensure they are scheduled appropriately and with focus on Service Level Agreement (SLA) targets.

Responsible for overseeing and efficiently processing the Fundraising teams Gift Aid Claims before submissions are made to HMRC. Proactively ensuring that claims are processed with integrity, consistency, and accuracy, in compliance with HMRC regulations. Emphasis on maximising income from all our supporters. Fundraising Gift Aid claims equate to approx. £1m+ a year.

Work in collaboration with the Income Processing team, efficiently processing income to ensure an excellent service is provided to our members, donors, and supporters.

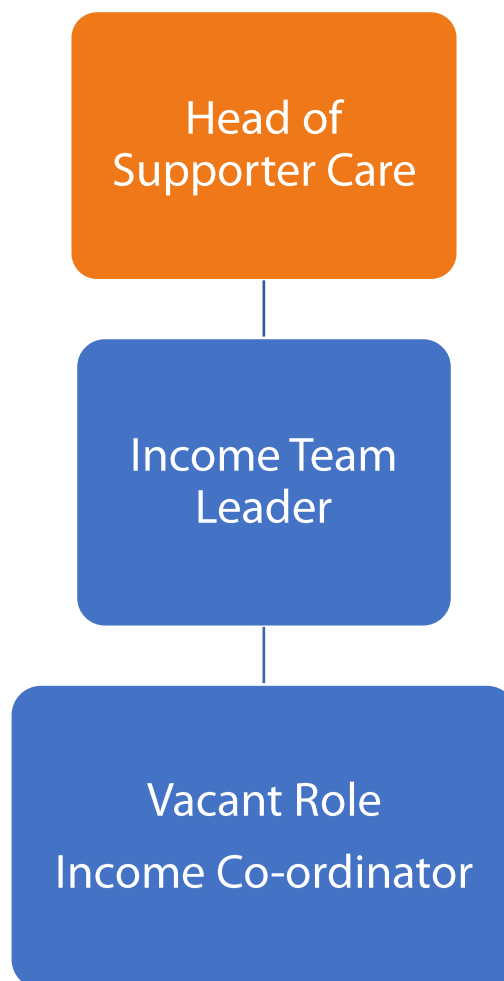
Main responsibilities

- Daily and weekly scheduling of income processing tasks, inclusive of in/out of office rota.
- Responsible for evaluating volumes of income received in order to effectively revise work schedule, re-prioritise tasks that may have fallen out of service level agreement targets-and bring back balance.
- Efficiently deal with often complex telephone, email, and written enquiries, ensuring high standards of supporter care at all times.
- Manage the processing of Gift Aid claims.
- Efficiently process the Association's Gift Aid claims from our database to HMRC standards; ensuring that all claims are made within agreed timescales.
 - Prepare the claims for submission
 - Audit and check data to high standards, to ensure the validity of the income claimed prior to submission
 - Prepare manual Gift Aid sponsorship claims
 - Reject any claims that do not comply with HMRC gift aid rules
 - Contact supporters, via phone, email and by post to confirm and refresh Gift Aid status; maximising Gift Aid income
 - Process Gift Aid declarations
 - Deal appropriately with any Gift Aid queries
 - Ensure process & procedures and written and in place for the job role and kept up to date.
- Provide Gift Aid training to others on the claims process and procedure and spot check the claims.
- Work with other fundraising teams to maximise Gift Aid claims.
- Efficiently process the Association's income and data on to the database to agreed standards; ensuring that all income is added and coded with accuracy and consistency.
- Management of Access databases and other technical systems related to financial and data. management, ensuring high data integrity. Precoding income to ensure that future income is correctly attributed. Liaising with relevant individuals and teams to ensure that a project is available to fund.
- Adhere to the Data Protection Act, HMRC, Audit regulations and any other internal compliance, policies, processes and procedures.
- Play an active role as part of the Supporter Care team, encourage cross-team working and participate in working groups.
- Undertake any other task relevant to the job purpose and ensure that all functions performed reflect the Associations mission and core values.

Essential criteria

- Previous experience of a co-ordinator role, with ability to effectively co-ordinate and prioritise own workload and that of others.
- Ability to work on own initiative.
- Have excellent organisation and time management skills.
- Excellent communication skills in both written and verbal format.
- Experience of commercial financial processes.
- Advanced knowledge of Microsoft Office (in particular Word, Excel, and Outlook).
- Understanding or transferable experience in HMRC Gift Aid compliance and claims processing.
- Technical ability to use databases.
- Proven ability to process and check data accurately, consistently with good attention to detail.
- Understanding or transferable experience in working with payment processing systems.
- Multi-task to a high level.
- Good at problem solving.

Team structure



How to apply

Please submit a CV and supporting statement via our [website](#). This ensures your application is processed correctly and we have all the required information.

Your supporting statement should be no longer than one side of A4 and demonstrate how you meet the following areas of the role:

- Understanding or transferable experience in HMRC Gift Aid compliance and claims processing.
- Understanding or transferable experience in working with payment processing systems.
- Excellent communication skills.

Where experience is asked for, please give one example showing what you did and what it achieved. Where we require evidence of ability, please explain either how you would approach that particular competence or give an example to support your suitability.

Please note, adverts may be closed before the deadline if sufficient applications are received. To avoid disappointment please apply early.

All applications will receive a response once shortlisting has been completed.

Inclusive recruitment

We are committed to providing people with disabilities an opportunity to compete fairly for jobs.

- We guarantee interviews for disabled applicants that meet the requirements of the role as part of our commitment to the Disability Confident Scheme.
- We can provide reasonable adjustments throughout the recruitment process.
- We communicate with applicants in a way that works best for them to ensure a positive and supportive candidate experience.

Alternative application process

To support an inclusive application process, we are open to receiving alternative applications from candidates who may find it difficult to complete our online form. If you would like to apply via video or audio file, please send your recorded application - ensuring you cover the supporting statement aspect - to HRRecruitment@mndassociation.org

Privacy Policy:

The information provided to the MND Association when applying for a vacancy will be treated in full accordance with the General Data Protection Regulation (GDPR).

The MND Association is committed to protecting your personal information and being transparent about what information we hold, whether you are a donor, volunteer, shopper, campaigner or a person living with or affected by MND.

For more information, visit [Privacy Policy | MND Association](#)

Right to work:

If you are successful in securing a role at the MND, you will be asked to produce your valid right to work documentation as part of our pre-employment checks. To find out more please visit our [website](#).

DBS checks:

Depending on the nature of your role you may be required to complete a criminal records check with the Disclosure and Barring Service (DBS).

Animal testing statement:

Research using animals has led to a greater understanding of MND. Because of the complexity of MND, at the moment animal models are still one of the most powerful tools used to help us understand, prevent and one day cure MND. Many of the achievements that stem from research funded by the MND Association, and by other organisations worldwide, would not have been possible without animal research. Even so, a great deal of our research is carried out without involving animals.

Any decision to use animals in research is never taken lightly. We understand that not everyone agrees with animal research. For more information, visit [Animal research | MND Association](#)

Looking out for our people

The wellbeing of our staff is very important to us, and that's why we've developed a wellbeing offer and programme of activities. These include:

- Mindfulness sessions
- Wellbeing sessions
- Menopause support group
- Parent and carer support group for children who are neurodivergent
- Less visible disabilities and conditions forum
- Mental Health First Aiders who provide support and signpost you to further information.

Learning and development opportunities

We understand the importance and benefits of continual learning. To facilitate your professional and personal growth, we provide a:

- comprehensive induction programme
- range of courses available on our Learning Management System - *Learning Lab*
- job shadowing policy, enabling you to strengthen your knowledge in other areas
- chance to study for an apprenticeship alongside your role.



Our commitment to inclusion

Motor neurone disease doesn't discriminate, and neither do we.

We are determined to become fully inclusive by continuing to embrace diversity, remaining committed to equity and ensuring that our products and services are fully accessible. In this way, we can ensure that **all** people living with and affected by MND get the best possible care and support they deserve.

We offer a variety of network groups and forums that are open to everyone, including our staff, volunteers, people living with and affected by MND, as well as Association members. These groups provide peer-to-peer support, raise awareness, and hold the Association accountable.

We are a Stonewall Diversity Champion, have recently been awarded Disability Confident-Employer status, and are members of the Communications Access Scheme.



Take a look at the [inclusion pages](#) on our website to learn more about our inclusion strategy, see how far we've come and where we are headed.



Where we work

Our central office is situated at Francis Crick House in Northampton, Moulton Park. It's a bright and modern space with a variety of flexible working spaces, meeting rooms, and communal areas.

We also have an office space in London, which is used predominately by our External Affairs Team. Some of our staff are based regionally and work from home.



Motor Neurone Disease Association

Francis Crick House,
6 Summerhouse Road Moulton Park,
Northampton NN3 6BJ
Tel: 01604 250505

MND Association

FORA
180 Borough High St,
London,
SE1 1LB



Staff benefits

The MND Association relies on the dedication and talent of its employees to fulfil its mission and advance towards a cure. That's why it is essential we provide a range of benefits designed to meet both organisational and individual needs, ensuring they are competitive in the market and serve as tools for attracting and retaining great talent.



Enhanced annual leave You are entitled to 28 days of annual leave, which increases by one day for each full calendar year worked, up to a maximum of 33 days after five years of service, in addition to the recognised bank holidays.



UK Healthcare We provide level 1 cover, which reimburses healthcare costs including dentist, optician, health screening, specialist consultation and much more. Discover more [here](#).



24/7 GP service You and your household have 24/7 access to GP appointments, prescriptions and advice, all at no extra cost. Discover more about GP24 [here](#).



Life assurance Additional financial protection for your loved ones, ensuring peace of mind and a secure future.



Cycle to work scheme Save money and spread the cost of a new bike whilst reducing your carbon footprint.



Confidential counselling helplines Support for your health and wellbeing, including challenges related to family, work, finances and health.



BenefitHub Save money on your everyday shopping with access to 100s of high street discounted vouchers and offers, including cash back plans.

Enhanced pension scheme If you contribute a minimum of 5% the Association will contribute 8.1% of your monthly salary.

What our staff say



"Working at the MND Association gives me the chance to help people with MND, and I know that the job I am doing goes some way to assisting people living with this terrible disease. Every day is different, and I enjoy the challenge the work presents."

Matthew Hollis, Area Support Co-ordinator



"Taking that first call from someone who has just been diagnosed with MND fills me with the enormous need to let them know that we are here for them. We are one big happy family and together we will fight this dreadful disease. Those affected with MND are not alone, because we are here for them."

Teresa Deacon, Receptionist



Our history

On 6 October 1979, three independent regional groups set up by people affected by MND came together for the first time as the MND Association. Professor Stephen Hawking accepted an invitation to be the Patients' Patron and remained a figurehead of the Association until his death in 2018.

Within a year, we had funded our first full time research fellow, based at Charing Cross Hospital's neurological department, and just two years later, in 1982, 40 specialists attended the Association's inaugural research conference.

Today, the Association funds the coordination of life-changing care for people living with MND and wide-ranging support for families and carers. We invest millions of pounds every year in the global research effort to discover the causes, potential new treatments and ultimately a cure for MND.

Visit our [website](#) to learn more about motor neurone disease and the important work we're doing at the Association.





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