



Senior Fundraising Operations Officer – Maternity Cover – 12 Months

Thank you for your interest in the Senior Fundraising Operations Officer post (Maternity Cover).

The Senior Fundraising Operations Officer is a key role within the Fundraising Operations team and will lead on a number of weekly and monthly data import processes, ensuring income and supporter contact data is loaded accurately onto the CRM system.

The successful candidate will work closely with the Database Manager in the management and development of the Charity CRM database, championing its use across fundraising and identifying opportunities for system development. They will also work with colleagues across fundraising and communications to support the selection of data for marketing campaigns.



We recently had our biggest ever team at the 2024 London Landmarks Half Marathon, with 96 runners representing Team King's and over £85,000 raised for our hospitals.

The Great Hospital Hike, our flagship fundraising event, also raised over £70,000 for our hospitals, with our supporters walking the 18-mile route from King's College Hospital in Denmark Hill to the Princess Royal University Hospital in Bromley.

Above: Fundraisers taking part in the Great Hospital Hike.

For more information on the team's work, visit <https://supportkings.org.uk/support-us>

We want to hear from you if you are interested in helping us make a difference in our communities, you enjoy speaking to people and possess the skills and knowledge for this role outlined in this job pack. To apply, please send a cover letter of no more than two pages, setting out how you meet the criteria and a CV **by 22nd October 2024** to recruitment@supportkings.org.uk.

Stage One Phone Call – Wednesday 23rd and Friday 25th October
In-Person Interviews – Monday 28th October

We welcome applications by individuals from all backgrounds and identities, and an equal opportunities form is included with the pack. While completing it is voluntary, it would be helpful if you do so and return it with your application, as this helps us monitor our reach within all our communities. We look forward to receiving your application.

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020 4526 8050

info@supportkings.org.uk



King's College Hospital Charity

Coldharbour Works, 245A Coldharbour Lane, London SW9 8RR.
Registered Charity No. 1165593. Company limited by guarantee
registered in England and Wales number 09987908.

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*King's College Hospital Charity
Runners at the London
Landmarks Half Marathon.*

About us

King's College Hospital Charity is dedicated to supporting life-changing care at King's College Hospital NHS Foundation Trust. King's patients are at the heart of everything that we do. We make the best care for patients possible by raising money for cutting edge equipment and facilities, supporting our staff, innovative research and pioneering treatment. We support initiatives that improve health, work that helps to prevent people from becoming ill, and projects designed to improve diagnosis, treatment and care. More information on our work can be found at <https://supportkings.org.uk/who-we-are>.

We are a friendly, diverse and inclusive team, committed to Diversity, Inclusion and Equity in all that we do. We welcome applications from people of all backgrounds and identities.

Our Values

Our values underpin everything we do at King's College Hospital Charity and are the golden thread that runs through the very fabric of who we are and how we operate.

- We are caring and supportive.
- We are ambitious.
- We are innovative and creative.
- We are collaborative.
- We have integrity.

The Fundraising and Communications Team

The team is responsible for both our Fundraising and Communications work. This varied and diverse team covers our communications work internally and externally, our fundraising operation, our fundraising work with Trusts and Foundations, Philanthropy, Supporter Engagement, Individual Giving and Community and Events. The Director of Fundraising and Communications has overall responsibility for the team's work.

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The Role

The Senior Fundraising Operations Officer is a key role within the Fundraising Operations team, providing operational and database support services to fundraising and communications colleagues. You will lead on a number of weekly and monthly data import processes ensuring income and supporter contact data from third party online platforms and agencies is loaded accurately to enable financial reconciliation.

Your purpose will be fourfold:

- To lead on weekly and monthly data import processes across a wide range of offline and online income streams ensuring data is imported promptly, accurately and all anomalies investigated and resolved.
- In conjunction with the Database Manager undertake data marketing selections, ensuring selection briefs are fully understood and data integrity maintained through testing and data quality checks.
- To work closely with the Database Manager and fundraising and communication's colleagues to develop and continuously improve operational processes, the use of Charity CRM and database reporting, both in terms of Charity CRM and Power BI.
- Undertake in full the Supporter Services Assistant role on the days they are not in the office ensuring supporter enquiries are responded to, income recorded accurately on Charity CRM, donors thanked and that supporter records on Charity CRM are kept up to date.

You will use the Access Charity Customer Relationship Management (CRM) database to make sure all necessary information is recorded consistently, kept up to date and maintained in accordance with database management procedures. You will work closely with the Database Manager to highlight opportunities for improvements to processes and procedures.

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Job Description

Team	Fundraising and Communications
Location	Hybrid – minimum 1 day per week at our office at 245A Coldharbour Lane, Brixton, London SW9 8RR
Duration	12 month contract (maternity cover)
Reporting to	Database Manager
Responsible for	Supporter Services Assistant
Hours of work	Full-time: 37.5 hours per week, between Monday-Friday
Salary	£37,000
Key contacts	Internal Database Manager Head of Fundraising Operations Finance team Fundraising and Communications team External Charity supporters King's College Hospital staff

Key Responsibilities

- Lead on the import of both online and offline income streams, investigating and resolving anomalies.
- Undertake data marketing selections, in conjunction with the Database Manager, liaising with fundraising colleagues on selection criteria.
- Work with the Database Manager to provide effective database and operational support to end users.
- Undertake all aspects of the Supporter Services Assistant role on days when they are not in the office, ensuring supporter enquiries are responded to, income processed twice weekly and donations thanked.
- Work with the Database Manager to develop and continuously improve database reporting across both Charity CRM and Power BI in support of the fundraising and communications operational plan.

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DETAILED JOB ROLE

- Lead on the import of data from across a variety of both offline and online income streams ensuring accuracy of records and data quality.
- Investigate and resolve any data import anomalies, liaising with suppliers, third party agencies or colleagues as required.
- Lead on ensuring all month end processes are completed to allow financial reconciliation, identifying any problems and liaising with colleagues or third party suppliers to resolve.
- To contribute to the ongoing review and development of data selection procedures and technical solutions to import data, identifying opportunities and tools and techniques to improve the processes.
- Undertake data marketing selections, in conjunction with the Database Manager, working closely with fundraising colleagues on selection criteria.
- Maintaining data integrity and quality checks when undertaking data marketing selections, ensuring new selections are tested and quality checked appropriately before delivery.
- To undertake all aspects of the Supporter Services Assistant role on the days they are not in the office ensuring:
 - All supporter enquiries via the main Charity telephone number and email inbox are responded to, at first point of contact, where possible.
 - Income is processed twice weekly and recorded onto Charity CRM and donation thank you letters and gift aid asks are sent, where appropriate.
 - Ensuring complaints are promptly passed to the relevant team to action.
 - Updating Charity CRM with any requests made by supporters, e.g. change of address or contact preferences.
- Work closely with the Database Manager to continuously develop, review and improve the use of Power BI dashboards across fundraising and communications, liaising with colleagues to ensure data is up to date and accurate.
- Work closely with the Database Manager to develop new and update current Charity CRM reports in support of the Fundraising and Communications operational plans.
- Set up new users on Charity CRM ensuring appropriate access and permissions are granted.
- Deliver Charity CRM induction training for new members of staff, ensuring support materials and user guides are kept up to date.
- Support the Database Manager in providing effective database support to end users, liaising with internal customers to solve their database queries and championing the use of Charity CRM across fundraising.
- Represent Fundraising Operations on cross-team projects, bringing expertise and insight to the launch of new fundraising products, the implementation of new systems or new ways of working.
- Work closely with the Supporter Services Assistant and Database Manager in identifying opportunities to improve processes and ways of working within the team. Including updating and maintaining internal user guides, process maps and SharePoint FAQs

Staff Management

- Line Management of the Supporter Services Assistant.
- To work with the Database Manager and Supporter Services Assistant and Fundraising and Communications colleagues to identify opportunities to support colleagues with operational tasks.

Charity systems & compliance responsibilities

As an employee of Kings College Hospital Charity you have an obligation to observe the policies and standards of the Charity together with all relevant statutory and professional obligations, the significant ones of which are:-

- You have a general duty of care for the health safety and well-being of yourself, work colleagues' visitors and patients within the hospital site in addition to any specific risk management responsibilities associated with this post.
- You must maintain strict confidentiality of personal information relating to patients, donors, Trustees and staff and maintain the confidentiality and security of all charity data and records.
- You are responsible for complying with the Charity's policies and procedures.
- You are responsible, with management support, for your personal development and should actively contribute to the development of colleagues and staff.

PERSON SPECIFICATION	Essential "E" /Preferable "P"*
Academic qualifications:	
Maths and English at GCSE or equivalent	E
Skills/Experience:	
A highly organised, and thorough approach to work with meticulous attention to detail	E
Ability to see projects through from start to finish managing time and tasks effectively	E
Ability to multi-task, managing a heavy workload and at times conflicting priorities as well as tracking progress on a wide range of tasks	E
Line management experience	E
Excellent interpersonal skills	E
Ability to work on own initiative without supervision	E
Advanced Microsoft Office skills, particularly Excel Power Query, Word and Outlook	E
Ability to communicate effectively, both orally and in writing	E
A team building approach, coupled with discretion and supportive style	E
Experience of working with Customer Relationship Management (CRM) databases	E
Experience in using Advanced Microsoft Office packages, particularly Excel, Word, SharePoint	E
Experience of undertaking data selections for marketing mailings	E
Experience of data import protocols - extracting data and transforming it ready for import.	E
Experience of developing simple reports	P
Experience of Power BI or similar reporting tools	P

*** Assessed through the candidates application form and any subsequent interview*

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Other

It is the nature of the work in a small team that tasks and responsibilities are diverse and varied. All staff are expected to work in a flexible way and on occasion to undertake tasks that may not be specifically covered in their job description.

This job description is intended as a guide and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review in consultation with the post-holder.

- Has eligibility to work in the UK
- To be able to adhere to and work within King's College Hospital Charity's policies and procedures.
- To be proactive- participate in meetings and in any training as required.
- To be responsible for own professional development.
- Willingness to work additional hours occasionally, e.g., supporting events if required.

What we offer

- 25 days holiday per year plus bank holidays (pro rata)
- Contributory pension scheme (following probationary period of three months)
- Employee Assistance Programme
- Personal development training opportunities
- Cycle-to-work scheme
- Season Ticket Loan Scheme



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