

Vacancy Information Pack



Income Processing and Administration Manager

Closing date: 8th May 2024



RBL
ROYAL BRITISH LEGION

Thank You

Thanks for your interest in the role of Fundraising Income Processing Manager and working for RBL.

It's an exciting time to be a part of RBL as we shape up to deliver our Fundraising Strategy; The Three Giants. The Income Processing Team are crucial in ensuring donations are coded correctly to the right Fundraising area allowing us to deliver KPIs on campaign performance as well as thanking our wonderful supporters and setting them on the right journey to maximise their lifetime value. You'll be focussed on continuously improving our processes with a 'right first time' approach to coding. Process driven, but clear on the impact and value our work has on our supporter's experience. Working closely with our Fundraising, Poppy Appeal and Finance teams to understand and improve the donation processing entry points, you will apply a logical and methodical approach to problem solving making us fit for the future and realising the teams potential.

If this sounds like you, please read on and consider putting in an application. I look forward to reviewing your experience and motivations and maybe meeting you in the coming weeks.

Kind regards,

Will Watt

Head of Supporter Services



Job Description

Job Title: Income Processing & Administration Manager

Reporting To: Head of Supporter Services

Responsible For: Income Processing Administrators

Role Purpose:

To build and manage the Fundraising income processing coding and reconciliation process, responsible for the efficient coding and allocation of Fundraising income administration and acknowledgement. Working with the Head of Supporter Services they will also influence strategic planning, culture and continuous improvement of Fundraising Income processes across the whole of Fundraising.

This role will liaise with colleagues across the organisation to understand and develop governing principles of Fundraising processing and administration of donations, to help deliver the best possible service to a wide range of customers, including supporters, staff and volunteers

Key Responsibilities:

- Line management responsibility of Supporter Services Team Leader and Administrators
- Maintains relationships with relevant third-party suppliers and agencies
- Works across the Legion to plan and promote the Income Processing & Administration Offer.
- Responsible for planning of Income Processing & Administration team.
- Responsible for development opportunities for centralisation of processing income, within the context of the fundraising directorate and wider one legion strategy.
- Accountable for providing specialist expertise to colleagues and teams across the Legion to ensure activity is delivered to agreed plans, budgets and deadlines.
- Accountable for reporting mechanisms and reasonable expectations of the output of the Income Processing & Administration team
- Accountability of detailed understanding Fundraising income processing objectives and operating environments
- Influential in the development of plans and interventions to maximise the effective processing & administration of Fundraising income.
- Co-ordinates and prioritizes workloads, identifying high levels of staff utilization.
- Monitors workloads and forecast operational resource plans for peak periods
- Responsible for developing, recognising and inspiring our people, managing great and poor performance or behaviours.
- To deputise for the Head of Supporter Services at meetings, as and when appropriate
- Development, implement and deliver on Income processing and Administration SLAs and KPIs
- To undertake any other tasks that are commensurate with the general level of this post as required

This job description reflects the current scope of duties and responsibilities of the role.

The post holder may be asked, and is expected, to undertake any other duties commensurate to the grade of the post. As duties and responsibilities change and develop, this job description will be reviewed and may be subject to amendment.

General

- To live The Royal British Legion's shared values (Service; Collaboration; Passion; Excellence; Valuing our people) in the way you work and engage with others - the fundamental beliefs and qualities of who we are and what we do.
- To be responsible for your own health and safety and that of your colleagues, enacting Health & Safety at Work Act (1974) and relevant legislation, including reporting any health and safety hazard immediately you become aware of it.
- To uphold the requirements of the General Data Protection Regulations and Data Protection Act 2018.
- To maintain required levels of confidentiality regarding information that you come to possess in the course of your work which is commercially or personally sensitive.
- To be inclusive and equitable in your treatment of any parties you engage with through your duties, upholding RBL's Diversity & Inclusion policy and ensuring that we act as an equal opportunities employer and in accordance with the Equality Act (2010).

Person Specification

Criteria	Essential / Desirable	How to be measured
Knowledge & Experience		
Experience of line management responsibilities	E	Application / Interview
Experience of working in an income processing role	E	Application / Interview
Significant experience dealing with complex coding and administration preferable in a Fundraising environment	E	Application / Interview
Understanding of Supporter Service's role supporting and influencing best practice of income processing	E	Application / Interview
Extensive working knowledge of contact databases	E	Application / Interview
Understanding of compliance within an income processing environment, including Data Protection, Gift Aid and Finance audit	E	Application / Interview
Experience of managing an income processing function	D	Application / Interview
Experience working with CareNG or similar Fundraising databases	D	Application / Interview
Skills & Attributes		
IT literate (MS Office, web-based systems & in-hour databases) and ability to identify people's information needs.	E	Application / Interview
Excellent written and verbal communication skills, with the ability to communicate to a wide range of people	E	Application / Interview
Ability to work diplomatically and to ensure durable relationships with internal and external stakeholders	E	Application / Interview
Ability to motivate and develop a team and achieve results through leadership	E	Application / Interview
Experience of delivering to defined and challenging goals, and supporting the delivery of net income aspirations and targets	D	Application / Interview
Ability to motivate and develop a team and achieve results through leadership	D	Application / Interview

During the selection process, we will also use values-based competency assessment to understand your alignment with RBL's values.

Service

We support and serve. We are compassionate. We provide great customer care to all the people who come into contact with us. We are accountable and act with integrity.

Collaboration

We value working together and with partners to achieve shared goals. Through strong

communication and support, we build trust with each other and treat everyone with respect and honesty.

Passion

We are passionate about our role and contribution. With a positive outlook we are resilient and committed to our work.

Excellence

We strive to be the best we can. We are effective and efficient. We are bold. We are open to new ideas and approaches, challenge each constructively and are willing to learn.

Valuing our People

We support, encourage and provide opportunities for all our people – ensuring we recognise and value everyone’s contribution.

Offer Terms

Work Pattern

35 hours per week, Monday-Friday, 9am-5pm

Location

You will be contracted to our London Hub, Haig House. Under our Future Working framework, there will be some flexibility for working remotely/at home, using our collaboration tools to work with but with a minimum expectation of two days/week connecting directly face-to-face with colleagues at the hub.

Compensation

£41,172 to £43,212 (Inclusive of London Supplement)

Employee Benefits

- 28 day's paid holiday per year (plus bank holidays), increasing to 29 days after 2 years and 30 days after 5 years. Plus the ability to buy up to 1 working week of additional leave
- Contributory pension scheme – min 2% employee contribution receives 6% employer contribution up to max of 10% employer contribution matched with 5% employee contribution (until 5 years' service reached, when 14% employer contribution achievable)
- Death-in-service Life Assurance, with a benefit of 3x annual salary
- Employee Assistance Programme
- Season Ticket and Rental Deposit Loan Schemes / Cycle to Work Scheme
- Reward Hub online benefits platform with extensive offers and discounts

Working for RBL

RBL employs c 1,900 people across the country campaigning on behalf of the Armed Forces community, delivering support services to them, leading Remembrance on behalf of the nation, raising funds to support our work and developing and running the organisation and our network of membership branches.

We work collaboratively across our workforce and operate flexible hybrid working practices in our major hub offices, using the latest technology to stay connected with colleagues, members, and beneficiaries. We come together around our common [purpose](#), and our values.

RBL is modernising, and we are ambitious to deliver more for the communities we support. We are becoming a more inclusive, flexible, customer-focused, data-driven, and collaborative organisation. But don't just take our word for it. Read our employee stories [here](#), and about our impact [here](#).

It's therefore an exciting time to be part of both changing the lives of our customers and changing the organisation and its future capacity and capability. This presents considerable opportunities for learning within role, and possibilities for career development...And, of course, the satisfaction that comes with knowing that you are making a real difference to the lives of those who serve/have served our country, to keep us safe and to protect our democratic freedoms and way of life.

Diversity, Equality and Inclusion

We are committed to building a truly inclusive organisation of diverse people and perspectives.

We actively engage in a programme of work to develop our practices and we have set out [our commitments](#) to realise this ambition. We will keep listening, learning, and sharing our progress and impact.

We are Disability Confident employer, signed up to Race Equality Matters and Pride In Veteran standards.

We guarantee an interview to any applicant who declares a disability or/and are part of Armed Forces community on application and whose application demonstrates that they meet the Essential criteria of the role, as set out in the Person Specification.

How to Apply

Your application should be submitted through our jobs site at [Find A Role | Careers | Royal British Legion](#).

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