

Income Officer

October 2026

Application Information



Welcome



Hello prospective candidate! We are really pleased that you are interested in working with us here at The Lullaby Trust. Let us tell you more about our organisation.

It is a key time to be joining the charity and helping us to continue to save babies' lives and support bereaved families. The charity has been hugely successful, but the work is far from done. The impact of the sudden death of a baby is wide and never goes away, as we know from the families that we support. This drives all our work, across each department. We are a close and friendly staff team who all share passionately in the charity's objectives, vision and values.

This is a key role within the Finance team and plays an integral part in the effective delivery of the service. The postholder will contribute to the day-to-day operation of the Finance function, ensuring that fundraised income is recorded accurately and efficiently within the charity's CRM, Raiser's Edge, and in line with agreed processes and deadlines. The role will also support the development and continuous improvement of income processing and import procedures, working closely with the Head of Finance and Senior Database Officer to maintain effective and robust financial processes.

If you are enthusiastic and have the skills and experience we are looking for, we encourage you to apply.

Jenny Ward
Chief Executive



About us



The Lullaby Trust is a charity that saves babies' lives and supports bereaved families. Around 3 babies a week still die from sudden infant death syndrome (SIDS) and we are committed to bringing that number down to zero.

Through educating parents on how they can reduce the risk of SIDS and investing over £12million in research, we have played a key role in reducing the number of babies who die from SIDS by 80%, saving the lives of more than 30,000 babies.

Each year we train thousands of health professionals to support parents in sleeping their baby safely. We campaign tirelessly to raise awareness of SIDS and ensure our life saving advice reaches all parents.

The Lullaby Trust supports bereaved families, through our helpline and befriending scheme. Our work with the NHS to provide a Care of Next Infant Programme (CONI) offers a lifeline to bereaved families expecting a new baby.

At The Lullaby Trust, we provide an incredibly supportive working environment that embraces hybrid working, flexible hours, and individually tailored schedules. This empowers you to plan your work life according to your personal preferences and commitments, ensuring a fulfilling and balanced professional experience. If this interests you, we would love to hear from you!



Our values

Caring

We care about all the people we support and always show compassion, warmth and understanding.

Reassuring

We are supportive, clear, informative and non-judgemental.

Trustworthy

We have expert knowledge based on scientific evidence, data and experience.

Driven

We won't stop until no baby dies suddenly and unexpectedly.



Our impact

Changing and saving lives: 2024-2025



114,049

resources on safer sleep advice were received by those who needed them



We gave

2,400

families bereavement support.

We distributed
216

Bedtime Bundles to families in crisis or in temporary accommodation. This helps families sleep their baby as safely as possible under difficult circumstances.

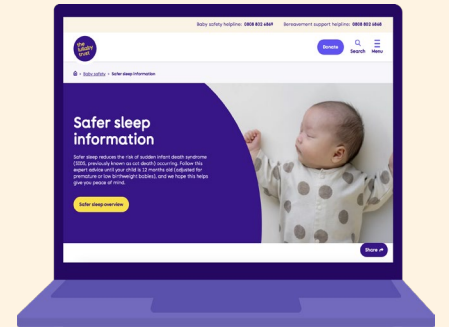


8,171

professionals working with families were trained on our safer sleep advice.

We were
seen online
over
24 million

times. Spreading awareness, and making families feel heard and supported.



718

families were supported through our Care of Next Infant (CONI) programme. This supports bereaved families before and after the arrival of their new baby.





37

people were matched to a befriender,
for peer-to-peer bereavement support.



245

bereaved family members attended
our free family days.



the
lullaby
trust

We answered safer sleep
enquiries for **2,360** people



32,000

babies' lives saved since our
Back to Sleep campaign in 1991.



The rate of sudden infant
death syndrome (SIDS) has
reduced by over **80%**.



£12 million

invested in research.

We exist to keep babies safe and to keep grieving families supported. We won't give up until no baby dies suddenly or unexpectedly.

The role

Post:

Income Officer

Location:

Homeworking or hybrid will be considered

Department:

Finance

Salary:

£28,600 FTE per annum (home based)

£30,600 FTE per annum (London office based)

Hours:

17.5 (0.5 FTE)

Responsible to:

Head of Finance

The main function of the job is:

The Income Officer is responsible for recording all fundraised income on the charity's CRM, Raiser's Edge with a high degree of accuracy and in line with the agreed monthly timetable

Supporting the Head of Finance and Senior Database Officer to develop new import procedures, review and continuously improve existing processes.

The Lullaby Trust receives c.2,500 to 4,000 gifts per month from a wide range of sources. Wherever possible we import these to Raiser's Edge using plugins and automations. Manual data entry is required for <2% of gifts.

We have some seasonal peaks coinciding with annual events such as the London Marathon and Baby Loss Awareness Week.

We are expecting some major changes to our income processing operations in 2027 as we move from Raiser's Edge database view to Raiser's Edge NXT.

Main duties and responsibilities



Recording fundraised income on Raiser's Edge

- Prepare direct debit files for bank processing in time for scheduled payment dates, actioning BACS notifications for changed or cancelled instructions and removing failed payments to reconcile each batch
- Reconcile standing orders received to recurring gift records and manage new standing orders and changes to bank details
- Collate datasets from third party online giving platforms and payroll giving providers, including but not restricted to Fundraise Up, JustGiving, Enthuse, Charitable Giving, Charities Trust, MuchLoved, Unity Lottery, GoCardless, Facebook, PayPal Giving Fund, Benevity and Charities Aid Foundation
- Reconcile batch payments from third party platforms and payment gateways to bank receipts
- Following agreed procedures and running macros where required, carry out quality checks to manipulate and prepare data for import
- Use an import plugin and templates set up for each of our income sources to validate and import batches of gifts onto Raiser's Edge
- Prepare a manual batch for miscellaneous BACS payments
- Save data files, RE control and exception reports and other supporting documentation in the Finance team's SharePoint area

Continuous improvement

- Support colleagues in the finance and income and engagement teams to facilitate the smooth development and introduction of new processes that may arise from new giving platforms, payment methods or software changes
- Identify potential process improvements to maximise efficiency whilst maintaining a high standard of accuracy and data integrity
- Build and maintain a thorough knowledge of Raiser's Edge NXT functionality applicable to the finance team

Person specification



Qualifications/education required:

A good general level of education- Essential

Competencies required:

- Experience as a database user or super user (preferably Raiser's Edge)
- Excellent knowledge of Microsoft Excel, particularly for manipulating data and working with automations
- Experience of liaising with staff and key suppliers or stakeholders
- Ability to use own initiative, manage time effectively and prioritise tasks
- Experience of working for the charity/not-for-profit sector- Desirable not essential.

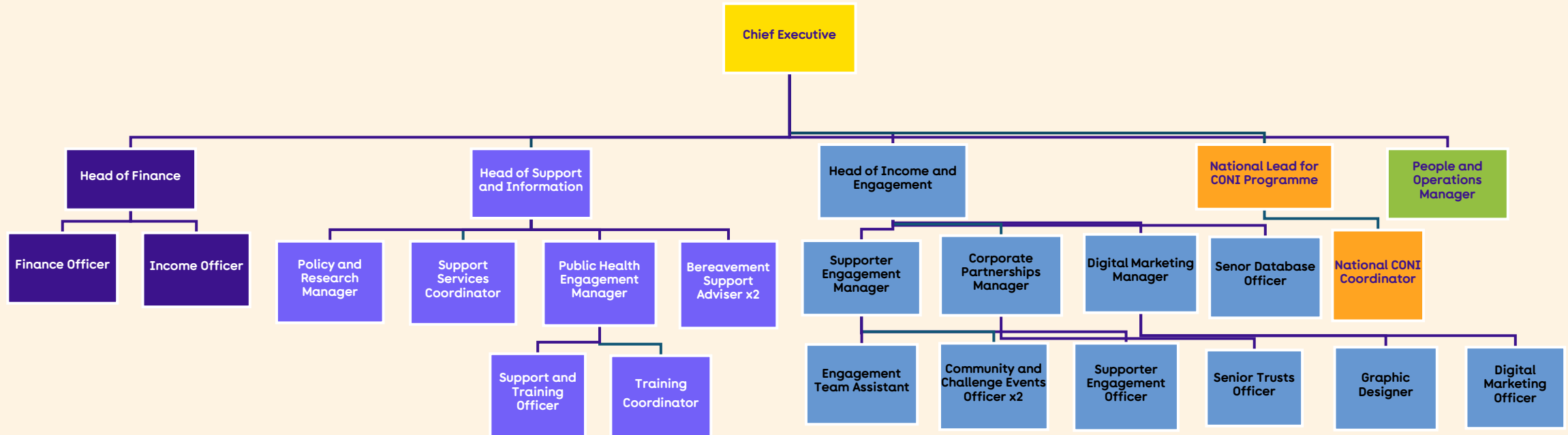
Personal characteristics required:

- Professional, open and collaborative working style
- Ability to work with minimum supervision and use initiative, and as part of a team
- Creative approach to problem solving
- Willingness to adapt to change
- Self-disciplined to work remotely and/or in open office environment
- Empathy with bereaved parents and their families

Specialist training required:

- Strong financial literacy- Essential
- Excellent attention to detail with a high level of accuracy- Essential
- Ability to communicate effectively, both verbally and in writing, with colleagues at all levels- Essential
- Knowledge of Raiser's Edge, including managing records, batch gift imports and queries- desirable
- Knowledge of current developments by Blackbaud and other database providers- Desirable
- Knowledge of Data Protection and Gift Aid legislation- desirable
- Training will be provided on safer sleep advice and bereavement support issues

Organisational structure



Key benefits

- 25 days annual leave plus 8 days paid public holidays every year (pro rata for part time staff)
- Additional leave between Christmas and New Year when the office closes
- Flexible and remote working is available to all staff
- Enhanced company Maternity and Parental Leave
- Any member of Staff affected by loss of a close family member will be granted compassionate leave paid at their normal salary
- Ability to buy up to 5 extra days of holiday
- A company pension scheme with matched contributions of up to 5% after 3 months
- A healthcare cash plan free of charge to all staff, enabling staff to claim 100% of the costs of everyday healthcare up to annual limits
- 24/7 Employee Assistance Programme offers free, confidential and impartial support, information, and counselling service to staff on legal, financial, debt management and emotional issues
- Long service leave entitlement after 3 years of service
- Up to 1-year unpaid sabbatical leave after 5 years of service
- Free travel loan to work after successful probation
- Free eye-care vouchers after successful probation
- Free will writing service

the
lullaby
trust



Removing bias during the recruitment process



In line with our commitment and desire to build a diverse workplace we have put some processes in place to ensure a fair recruitment process.

The Application

- If written format is not your preferred method of communication, we also offer the opportunity to apply via video recording instead. Simply send us a video recording of yourself answering the key questions on the application form via Whatsapp to 07310265249 and our recruitment team will type them up to maintain your anonymity.
- The recruitment process is blind. When you apply, your personal details are anonymised to avoid any unconscious bias and we use a standardized scoring system to ensure fair shortlisting of candidates for interview.
- Ask our recruitment team any questions or voice any concerns and the team will happily support you in overcoming any barriers that we may have missed.

The Interview

- We will be as flexible as we can to ensure you can attend your interview. We send out any interview tasks you will be asked prior to your interview to give you time to prepare meaningful answers.
- We have a member of the team who is trained in Safer Recruitment on the panel for each interview to ensure a fair and safe process.
- We use a standardised scoring sheet for each interview with pre-agreed criteria based on the Candidate Pack and any tasks. At the end of the interview, each panel member gives their overall score and we take an average of these to reduce any risk of bias.

To apply

Please visit the job advertisement on charity jobs to apply .
Applications will close on 6th November 2026.

Early applications are encouraged as we will review applications throughout the advertising period, and reserve the right to close the advert early should we receive a sufficient number of applications.

Interviews may be held during the advertising period or shortly after the close date.

Please note interviews will be held over Microsoft Teams.

If you have any questions, or would like to discuss your application, please email the People and Operations Manager on office@lullabytrust.org.uk

