

Fundraising Income Administrator

Full-time: 35 hours per week, Monday – Friday

Salary: £17,000 – £21,500

Based in our Head Office in Buckfastleigh, Devon.

CHICKS is a national children's charity providing free respite breaks to disadvantaged children from all over the UK. We believe every child has the right to make positive childhood memories. A CHICKS break inspires confidence and gives children the chance to have fun, enjoy new experiences and relax. More than anything, it gives them the chance to just be children.

The new Fundraising Income Administrator will play a pivotal role in the charity at a time of significant growth in CHICKS. With the responsibility of processing income as well as financial and data reporting to the senior management team, this is a role suited to an ambitious and inquisitive individual.

If you are a highly motivated individual, who thrives on paying attention to detail and who will enjoy the challenge of a busy, varied role, we are looking for you. Previous experience of databases is beneficial, the ability to effectively prioritise workloads and hold a high level of numeracy is essential.

Whilst positioned within the Fundraising Team, this role will work closely with the Finance Team.

The role will require you to work to deadlines and be an active and supportive member of the Fundraising Team.

For an application pack please visit: www.chicks.org.uk/about-us/vacancies or email: hr@chicks.org.uk; or call: 01822 811020

Closing date for completed applications: Midday Monday 19th August 2019

Interview date: Week commencing Monday 26th August 2019

CHICKS has a responsibility for and commitment to safeguarding and promoting the welfare of children and young people. All successful applicants will be subject to a number of employment checks including a check from the Disclosure and Barring Service.

JOB DESCRIPTION

Role:	Fundraising Income Administrator
Responsible to:	Director of Fundraising & Development
Responsible for staff:	N/A

Scope & Purpose:

- Responsible for processing all incoming funds to the charity, managing the donor database and producing income reports for the Senior Management Team. You will be responsible for maintaining the highest level of donor stewardship including donor correspondence and often be a first point of contact. You will be processing monthly gift aid claims, coordinating between the Fundraising and Finance departments and supporting the Fundraising Team with database segmentation, analysis and training.

Main Duties:

- To input and maintain donor and supporter records on the Raisers Edge database, ensuring donor and supporter information is recorded accurately and that Data Protection Act and GDPR is adhered to.
- Process all income into Raisers Edge, produce weekly income reports, develop and produce a range of financial analysis to support income generation, working closely with the Director of Fundraising and Development and Fundraising Team.
- To provide the Finance Department with regular reports detailing donations received and ensuring the Fundraising Department reconciles with the Finance Department.
- Responsible for Gift Aid claims, updating records & resolving verbal or written queries organisation wide.
- Manage data segmentation processes for direct mail appeals.
- Ensure an excellent standard of personalised donor stewardship is maintained through all correspondence and donation acknowledgements.
- Responding to a variety of enquiries from supporters, volunteers, staff and suppliers, ensuring everyone receives a positive experience of CHICKS.
- To provide administrative support for the office and fundraising activities.
- Ensure all administration procedures are carried out effectively and in compliance with CHICKS policies and procedures.
- Maintain sensitive information and record keeping with appropriate confidentiality and sensitivity.
- Handle donations in a responsible manner and in accordance with CHICKS policies and The Fundraising Regulator guidance.
- Assist in the management of our Fundraising Office Volunteers.
- Be adaptable to changing processes and procedures, striving for the most effective method and development of the role, in line with the Charity's needs.

General Duties:

- To provide data, finance and administrative support to the Director of Fundraising and Development.
- Process incoming & outgoing daily post.
- Provide cover and support for the Finance Team on an ad hoc basis.

- To develop a good working knowledge of VAT within fundraising.
- To work with the Campaigns and Marketing Team to produce data for the monthly E-news.
- Willingness to travel as required to support fundraising and office activities and fulfil charity objectives.
- Willingness to occasionally work evenings, weekends and stay overnight for Team Days and other opportunities.
- Continue to develop the knowledge and skills required to fulfil the responsibilities of the position.
- Contribute to the planning, review, monitoring and reporting processes and activities.
- To enthusiastically participate in team meetings and activities and represent CHICKS to the best of your ability.
- To strive for continuous personal development and attend training courses identified as appropriate.
- To undertake other duties not specifically stated above, which from time to time are necessary without altering the nature or level of responsibility involved.

Person Specification:

- Experience of working in a fundraising or administrative environment is essential.
- Experience of using databases is essential, prior experience of using Raisers Edge is desirable.
- A self-starter with excellent organisational skills, the ability to prioritise and reprioritise tasks in a logical manner and maintain effective administration processes and systems.
- Possesses excellent computer skills with the ability to use MS Office programmes specifically Excel and Outlook to produce reports, mail merges and other documents as required.
- Ability to maintain high levels of accuracy under pressure.
- Knowledge of GDPR is desirable.
- Excellent communicator, both written and oral, and able to communicate effectively and sensitively with a broad range of internal and external stakeholders.
- Understands the principles of donor care.
- Able to work happily and effectively as part of a team and develop supportive relationships with colleagues, providing them with information in a timely manner.
- Full Drivers Licence and access to a car is essential.

Generic Responsibilities:

- To work in line with the CHICKS Mission, Vision and Values at all times and collaborating with others to provide a supportive, responsive, environment and service.
- To present a positive image of CHICKS through every aspect of your work.
- To respect the rights of individuals by maintaining confidentiality and working in line with GDPR and data protection legislation.
- To make a commitment to improving CHICKS environmental impact by means of energy saving and recycling in the workplace.

Health & Safety:

- To undertake regular risk assessments and take any necessary action to avoid potential health and safety hazards.
- Having read CHICKS Health and Safety manual, ensure compliance at all times with CHICKS Health and Safety Policies including: accident reporting procedures; fire drills and first aid facilities.
- To liaise with the appropriate person on all Health and Safety matters where required.

CANDIDATE FAIR PROCESSING NOTICE FOR PROSPECTIVE EMPLOYEES OF CHICKS

Chicks collect data and information about our prospective employees so that we can run effectively as a service provider. We need this information to help meet our purpose of ensuring an effective, compassionate, high-quality care service and to meet our legal and contractual obligations with our employees. This Fair Processing Notice explains what data we process, why we process it, our legal basis, how long we keep it and the rights of prospective employees.

We will always make sure that our prospective employee's information is protected and treated securely. Any information that we process will be held in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and other UK or EU data protection legislation

Our contact details

CHICKS is the trading name of CHICKS Ltd

Company number: 3440794 | Charity registration number: 1090457

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