



JOB DESCRIPTION	
Job Title:	Fundraising Coordinator
Hours of Work:	22.5 hours (Monday to Friday)
Base:	Barnsley Hospice, Gawber
Department:	Fundraising
Accountable To:	Head of Fundraising
Responsible For:	Developing, implementing and maintaining office processes, ensuring an efficient and orderly working environment for the Fundraising Team. Providing leadership and supervision to the Fundraising Administrators and office-based volunteers undertaking fundraising administrative duties.
Job Purpose:	<p>As Fundraising Coordinator, you will oversee all administrative functions within the hospice's Fundraising team, ensuring they are completed to the highest standard of efficiency and accuracy. You will lead the Fundraising Administrators and volunteers, making sure routine and ad-hoc tasks are completed to agreed deadlines and in alignment with current priorities. You will provide guidance and support on a day-to-day basis, problem-solving any issues that may arise.</p> <p>You will play a key role in ensuring we deliver excellent customer service via telephone, email and face-to-face to all of our supporters. You will have great communication skills, providing accurate and helpful information to those enquiring, dealing with all queries sensitively and coordinating with other team members where necessary.</p> <p>You will provide administrative support to the Fundraising team, and manage staff rotas to ensure the office is covered as required. You will develop and maintain administrative systems and processes within the team, ensuring they are adhered to at all times. You will deliver any relevant training to the team and promote best practices in line with current regulations.</p>
Organisational Summary	<p>Barnsley Hospice is a charity that provides specialist palliative and end of life care to hundreds of local people and those close to them each year. Our main priority is to achieve the best possible quality of life for people living with a life-limiting illness, whilst supporting those close to them during the period of illness and bereavement. As a specialist care provider, the range of skills we offer include, pain and symptom management, emotional support and end of life care. The hospice currently employs about 100 people and has a team of volunteers, based both at the hospice and within our Retail Hub.</p> <p>We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates,</p>

LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.

Main Duties & Responsibilities:

Database administration and record keeping

1. Ensure that all administrative processes, systems and records in the Fundraising team are up-to-date and accurate – taking responsibility for filing, maintain and archiving records in line with the hospice's policies.
2. Input all donations, ensuring they are coded and processed correctly on the supporter database (Donorflex).
3. Draw down funds from third-party payment sites (e.g. Just Giving, PayPal and input onto Donorflex).
4. Create, maintain and update donor records on Donorflex to ensure information such as GDPR consent preferences, responses to mailing and other changes of details are up to date.
5. Work with the external lottery management company used by the hospice to ensure they are kept up-to-date with notifications of consent preferences or other relevant changes supplied by a donor to maintain the integrity of their database.
6. To administrate the permissions provided by the external lottery company and update Donorflex accordingly
7. Run monthly reports from Donorflex and other third-party systems (e.g. JustGiving), providing detailed statistics to support the work of the Fundraising team.
8. Help to develop and implement reporting templates for the fundraising team, and other teams as required.
9. Ensure that Gift Aid declaration are obtained, recorded and maintained in line with the hospice's policy. Managing correspondence with donors as required.
10. Generate reports from third-party giving sites (e.g. Just Giving and MuchLoved) and ensuring that relevant information is accurately entered onto the Donorflex database.
11. Pull mailing lists for campaigns and events as requested, adhering to GDPR regulations and the hospice's privacy policy.
12. Liaise with the database account manager and/or support team as required.

Supporter care

13. Acknowledge and thank donations in an appropriate way using the relevant standard templates – producing more personalised responses when requested by an individual fundraiser.
14. Collaborate with fundraising and marketing colleagues to ensure that thank you templates are updated periodically in an agreed timeframe.
15. Answer any incoming telephone enquiries in a professional and friendly manner, and ensure an appropriate response is provided in a timely manner.
16. Monitor the Fundraising inbox, responding to general enquires or forwarding to the relevant team member when required.
17. Act as the first port of contact for the Fundraising team, delivering excellent customer service in-person, via email or over the telephone.

Financial processes

18. Count, batch and input all donations, ensuring they are coded correctly.
19. Manage all cash takings and donations in line with hospice policies and procedures, ensuring that cash is securely stored onsite and banked in a timely manner.
20. Process card payments, CAF cheque donations and other online donations.
21. Assist Finance team in the reconciliation of income in the Fundraising bank account from other sources such as Just Giving, PayPal, and Merchant Management System.
22. Provide required financial reports to the Finance team.
23. Generate the necessary reports and conduct month-end on Donorflex.
24. Take responsibility of obtaining, maintaining and recording floats and petty cash as required.
25. Raise purchase orders through the online system and assist with ordering items once approved.
26. Raise invoices and reconcile deliveries.

Systems and processes

27. Ensure administration systems and processes are up-to-date, accurate and are being adhered to at all times.
28. Bring a continual improvement mindset to developing alternative, more efficient procedures.

Leadership and supervision

29. Provide motivating and inspiring leadership to the fundraising administration team members, ensuring their work is the high-standard that is expected, taking proactive and supportive steps to address any underperformance issues.
30. Develop workplans for the fundraising administration team to ensure routine tasks and ongoing projects are completed to an agreed deadline.
31. Problem-solve issues arising on a daily basis, seeking direction from the Head of Fundraising and Marketing when required.
32. Responsible for office-based volunteers conducting administration tasks, ensuring their work is completed to the expected standard and they have the required training.
33. Providing the relevant training to team members, seeking external training opportunities as and when required.

Office support

34. Manage the Fundraising team's incoming/outgoing post.
35. Keep an accurate and up-to-date stock check for stationary, equipment and branded items – liaising with the relevant teams to ensure required stock levels are maintained.
36. Assist with keeping the office a tidy and well maintained space.
37. Plan staff rotas to ensure the office is covered as required.

Fundraising team support

38. Manage the hospice's collection box scheme and ensure all boxes are distributed, collected, counted and inputted onto the database with the support of volunteers.
39. Act as the first point of contact for the Fundraising office, dealing with general enquiries and messages in a timely manner.
40. Organise internal meetings, prepare agendas and notes/minutes as requested.
41. Assist in the planning and organising of fundraising events and campaigns.
42. Help the team to record expenditure and ensure it is coded to the relevant event, campaign or source.
43. Help to organise volunteer rotas for events.

44. To work collaboratively with reception regarding donations from members of the public.

Other Responsibilities

45. To undertake any other duties, commensurate with the role as required by the Hospice.

46. To act as an ambassador of the Hospice, maintaining honesty, integrity and trustworthiness at all times.

47. The post holder will be expected to maintain strict confidentiality at all times.

48. The post holder will ensure that they are aware of and apply health and safety and fire precautions.

49. The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.

50. The post holder is to ensure data protection is maintained at all times.

51. The post holder will be flexible in terms of working hours in order to meet service needs.

52. The post holder will support the Hospice as required, across the range of duties as appropriate within the grading of this post. In the context of rapid and ongoing change within the Hospice, the above responsibilities represent the current priorities and requirements for the post.

These priorities will develop and evolve over time. Any significant changes will be the subject of full communication and consultation with the post holder.

This job description is not an exhaustive list but it shows many of the aspects to this role.

PERSON SPECIFICATION	
Knowledge and educational achievements:	
<ul style="list-style-type: none"> • GCSE Grade 'C' or above in English and Maths • Excellent written and oral communication skills 	Assessment method – application and interview
Experience and work achievements:	
<ul style="list-style-type: none"> • At least 2 years' experience of administration work • Experience of accurate and efficient data entry • Experience of working on a CRM (such as Donorflex) • Experienced at working with databases to extract and analyse reports • Experience of banking processes for cash, cheques and card transactions • Experience of handling phone enquiries professionally and efficiently • Experience of reviewing and developing systems and processes • Experience of line management responsibilities - desirable • Experience of working as part of a team • Experience of supporting volunteers – desirable • Experience of working independently and managing own workload. 	Assessment method – application and interview
Skills and abilities:	
<ul style="list-style-type: none"> • Understanding of how CRM (such as Donorflex) can be used to develop income streams – desirable • Excellent customer service skills • Excellent IT skills • Numeracy and cash-handling skills • Excellent organisational and time management skills • Delivers work to a high standard and meets agreed deadlines. • Excellent written and verbal communication skills. • Excellent understanding of the relevant regulations and procedures (such as UK GDPR, Fundraising Regulator) • Ability to prioritise tasks and manage changing workloads. 	Assessment method – application and interview

Personal attributes:	
<ul style="list-style-type: none">• Team player• Professional and proactive attitude• Reliable and trustworthy• Inspiring leadership qualities.	Assessment method – application and interview

Our Values and Behaviours:

Ambition: *We aim high and look for ways to improve ourselves, our services, reach more people and play a leading role.*

- We set high standards for ourselves and the services we provide.
- We seek every opportunity to learn: from our successes and our mistakes.
- We take a flexible and creative approach when seeking opportunities and solutions.

Collaboration: *We are inclusive and work in partnership with others to achieve shared goals and get the best outcome possible.*

- We value diversity in its broadest sense and take meaningful action to create an inclusive environment.
- We seek out and nurture partnerships so we can achieve more together.
- We are welcoming and friendly.

Compassion: *We are caring and treat everyone with kindness and respect.*

- We show empathy and consideration towards others.
- We are genuinely caring and respectful in our interactions with others.
- We are generous with our time and attention, and value the people around us.

Integrity: *We are honest, communicate clearly and openly, and take responsibility.*

- We are open and honest with ourselves and others.
- We are trustworthy and reliable and deliver on our promises.
- We are professional and take our responsibilities seriously.

Assessment method – application form and interview