



JOB DESCRIPTION	
Job Title:	Fundraising Data Administrator
Hours of Work:	37.5
Base:	Barnsley Hospice, Gawber
Department:	Fundraising
Accountable To:	Individual Giving and Supporter Care Team Manager
Responsible For:	This position is ideal for someone who enjoys working with data, processing information, and ensuring everything is recorded correctly, while also providing excellent support to donors and fundraisers.
Job Purpose:	You will manage supporter data, ensure donations are accurately recorded in our database, and support fundraising teams in achieving their goals. You will maintain records of supporters, events and donations and ensure income is logged accurately and on time. We are looking for a passionate and motivated Fundraising Data Administrator to join our friendly and dedicated team in Barnsley. This is a role where your work will make a genuine impact helping us track vital donations, support fundraising efforts and ensure every supporter feels valued
Organisational Summary	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. 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,
	LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.
Main Duties & Responsibilities:	

Data Administration

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. Process fundraising income accurately and efficiently across multiple income streams
3. Create, maintain and update donor records on the CRM to ensure information such as GDPR consent preferences, responses to mailing and other changes of details are up to date and compliant.
4. 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.
5. To administrate the permissions provided by the external lottery company and update CRM accordingly
6. Produce reports and assist with data analysis the support fundraising and marketing activity.
7. Help to develop and implement reporting templates for the fundraising team, and other teams as required.
8. Manage fundraising administration, including gift aid processing and acknowledgements
9. Support fundraising and marketing campaigns by preparing data and administrative materials
10. Respond to donor enquiries and provide a professional, friendly supporter experience
11. Pull mailing lists for campaigns and events as requested, adhering to GDPR regulations and the hospice's privacy policy.
12. Work closely with colleagues across the organisation to ensure accurate reporting and smooth fundraising operations.

Financial processes

13. Count, batch and input all donations, ensuring they are coded correctly.
14. 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.
15. Process card payments, CAF cheque donations and other online donations.
16. 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.
17. Provide required financial reports to the Finance team.
18. Generate the necessary reports and conduct month-end on the CRM.
19. Take responsibility of obtaining, maintaining and recording floats and petty cash as required.
20. Raise purchase orders through the online system and assist with ordering items once approved.
21. Raise invoices and reconcile deliveries.

Systems and processes

22. Ensure administration systems and processes are up-to-date, accurate and are being adhered to at all times.
23. Bring a continual improvement mindset to developing alternative, more efficient procedures.
24. To work collaboratively with reception regarding donations from members of the public.

Supporter Care

1. Respond to supporter enquiries by telephone, email and face-to-face where required.
2. Process acknowledgements and thank-you communications.
3. Ensure supporters receive a friendly, professional and timely experience.
4. Work with colleagues to resolve supporter queries and issues.

Other Responsibilities

1. To undertake any other duties, commensurate with the role as required by the Hospice.
2. To act as an ambassador of the Hospice, maintaining honesty, integrity and trustworthiness at all times.
3. The post holder will be expected to maintain strict confidentiality at all times.
4. The post holder will ensure that they are aware of and apply health and safety and fire precautions.
5. The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.
6. The post holder is to ensure data protection is maintained at all times.
7. The post holder will be flexible in terms of working hours in order to meet service needs.
8. 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:	
• GCSE Grade 'C' or above in English and Maths • Excellent written and oral communication skills	Assessment method – application and interview
Experience and work achievements:	
• Experience of accurate and efficient data entry • Experience of working on a CRM (such as Beacon) • 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 – desirable • Experience of working as part of a team • Experience of working independently and managing own workload. • Experience in fundraising, databases or the charity sector – desirable.	Assessment method – application and interview
Skills and abilities:	
• Understanding of how CRM (such as Beacon) can be used to develop income streams – desirable • Excellent IT skills, including excel • Experience working with numbers and saving and interpreting financial data • 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:	
• Team player • Professional and proactive attitude • Reliable and trustworthy	Assessment method – application and interview
Our Values and Behaviours:	
Ambition: <i>We aim high and look for ways to improve ourselves, our services, reach more people and play a leading role.</i> • 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: <i>We are inclusive and work in partnership with others to achieve shared goals and get the best outcome possible.</i> • 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: <i>We are caring and treat everyone with kindness and respect.</i> • 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: <i>We are honest, communicate clearly and openly, and take responsibility.</i> • 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

