

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| \\ballacleator\Hospice_Share$\HR\Job Descripts\STAFF CLINICAL ICON FOR POLICIES- White Background.jpg**Clinical Staff** |  | **Non-Clinical Staff** |  | **Volunteers** |  | **Flexi-Bank Staff** |  |

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| **ROLE:**  | **Income & Database Administrator** |
| **REPORTS TO:** | Brand & Digital Manager |
| **PAY BAND:** | Level 2 - £25,862 to £32,025 per annum  |
| **LOCATION:** | Hospice Isle of Man |

**PURPOSE OF ROLE:**

The Database Administrator provides administrative and financial support to the income Generation Team at Hospice, predominantly through the management of incoming funds and maintenance of the CRM database.

Hospice receives income and support in many ways, from £1,000,000 legacy donations to 1p collection box donations, and from raffle prize donations to gifts of time. The role of the Income and Database Administrator is to ensure that accurate records of income are kept, and donors and supporters are recorded, thanked and acknowledged. This post holder also records any financial information that is required for business purposes.

**KEY DUTIES:**

* Input on to and maintain the CRM database including allocation of income, updating of records and management of appropriate correspondence.
* Deal with incoming administrative enquiries via traditional and digital channels, ensuring they are dealt with promptly and input into the database appropriately.
* Reconcile database donation records against banking, standing order, online payment gateway reports daily.
* Manage all aspects of the in memorial & general donation, collection box, Enthuse & Just Giving processes.
* Support the administration of the Hospice Lottery through the database, including liaison with the Gambling Supervision Commission, monitoring and reporting on player statistics, maintaining player records, managing lottery entries, processing payments and management of the correct correspondence.
* Follow existing processes and identify improvements to the recording, organising and storage of fundraising data.
* Resolving failed transactions either over the telephone or via email.
* Monitor incoming post and distribute/process accordingly.
* Manage Regular Giving & Membership payments including direct debit files & renewals.
* Provide administrative support to the Fundraising Team where appropriate including attending meetings.
* Monitor the marketing and lottery inbox and allocate emails to team members accordingly.
* Use a range of applications, including our CRM database. Be comfortable with the use of Microsoft Office Suite applications.
* Supporting the wider activities of the Income Generation team (nay require evening and weekend working).
* Carry out other support duties as requested.

**Income Generation Team**

As a member of the wider Income Generation team, this role will act in support of the whole team in relation to:

* Contributing to campaigns and events – including a full range of duties such as planning, organising, communicating and attending campaigns/events in support of the Income Generation team.
* Pro-active stewardship of donors – identifying and highlighting opportunities to progressively enhance and maximise donor return.
* Taking a donor centric approach – ensuring that the team deliver work that engages and retains our donors, that our offer is constructed with our donor at the centre and that the end to end experience of donating to Hospice is inviting, easy and rewarding.
* Taking a team centric approach – using all of our individual strengths and skills as necessary to support all areas across our small team, ensuring that we maximise the team’s impact for Hospice.

**Health and Safety**

Hospice Isle of Man is dedicated to the health safety and welfare of all its staff and volunteers. All employees will be responsible for their own health, safety and welfare, and that of others who may be affected by their actions or omissions, and for identifying and reporting any possible risks or near misses to a responsible manager. All employees will be required to observe appropriate legislation and codes of practice in connection with their role and will be provided with training and support to do so.

**Person Specification: What we need you to bring**

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| **Qualifications:** | **Is it essential or desirable** | **How we will assess** |
| GCSE/equivalent level in English and Maths | **D** | **A & D** |
|  |  |  |
| **Experience:** |
| Administrative experience | **D** | **A & I** |
| Experience working with financial information | **D** | **A & I** |
| Experience of inputting/checking/reviewing database information to ensure relevant information is captured | **D** | **A & I** |
| Working within a team | **E** | **A & I** |
| **Skills/Competencies:** |
| Able to work to a high degree of accuracy | **E** | **A & I** |
| Ability to effectively manage own time to deliver to multiple deadlines | **E** | **A & I** |
| Takes a customer focused approach to their work | **E** | **A & I** |
| Skilled at inputting, reviewing and checking written and financial information | **E**  | **A & I** |
| Good verbal and written skills | **E**  | **A & I** |
| Good IT skills including Microsoft Office, website and databases | **E** | **A & I** |
| Able to use, refresh and adjust template wording to best correspond with differing donors | **E**  | **A & I** |
| Comfortable communicating and building relationships with colleagues, customers and donors of all levels and life stages | **E** | **A & I** |
| Good working knowledge of finances/budgets | **D** | **A & I** |
| **Personal Qualities/Behaviours:** |
| Adaptable approach – comfortable regularly reassessing and prioritising workload to provide maximum benefit to the team | **E** | **I** |
| Keen to work in a charity context and willing to be a passionate ambassador for Hospice | **E** | **I** |
| Enjoys and contributes to the maintenance of a positive team environment | **E** | **I** |
| Willing to demonstrate behaviours at work that are in accordance with Hospice’s values to:Act with CompassionBe CollaborativeCommit to the Cause | **E** | **I** |
| **Other:** |
| IOM Worker | **D** | **A** |
| DBS Check | **E** | **D** |

**A** Application / **I** During your interview / **D** When you produce your documents / **T** Test assessing your skills competence