

# Job description

because  
you matter

**St Nicholas**  
Hospice Care

A Registered Charity No. 287773

**St Nicholas Hospice Care** provides advice, care and support to people in West Suffolk and Thetford in the final chapters of their life, who are living with long-term and life-threatening illnesses. Our services are not just for patients, but for their family and friends too. They include everything from specialist medical care to bereavement support and practical help.

<b>Job role</b>	Income Processing Officer
<b>Hours</b>	Full time, 37 hours per week (part time and flexible working considered)
<b>Reports to</b>	Supporter Care Manager
<b>Location</b>	Main hospice site: Hardwick Lane, Bury St Edmunds (with options for remote working)

## Purpose of the role

- To ensure efficient and effective processing of all donated funds, including accurate data entry and management on the supporter database.
- To be the initial point of contact for donation processing enquiries and to provide excellent supporter care.
- To support the wider Fundraising department with timely and accurate information, which facilitates supporter relationships and enhances lifetime value.
- To work closely with Finance to ensure timely and accurate information is produced to support end-of-month and end-of-year financial processes.
- To deliver various income-related administrative tasks, such as Gift Aid, lottery administration and database updates.

## Key responsibilities

- Process and post income to the CRM database (Donorflex), following agreed processes and within timescales set. Ensure correct procedures are followed with regards to income coding, adjustments and restricted funds.
- Download and administer import data and reporting from third-party donation suppliers, as directed by the Supporter Care Manager.
- Set up and amend Gift-Aid Declarations on the database, as necessary, and ensure that accurate records are kept in accordance with all relevant procedures.
- Be responsible for receiving, processing and recording donations over the telephone by credit or debit card, as required, displaying excellent customer care.

- Create and maintain accurate and organised supporter records, including personal details, financial information, communication preferences and history, in line with GDPR, PCI compliance and all relevant procedures. Maintain the security and confidentiality of sensitive data at all times.
- Follow all agreed processes for the management, storage and destruction of paperwork.
- Communicate with donors, supporters, colleagues and other contacts to resolve queries promptly and courteously, whilst displaying excellent customer care skills at all times.
- Follow the agreed process for complaint handling, forwarding or escalating issues as needed.
- Maintain and up-to-date knowledge of CRM database functionality and processes, attending training as required.
- Maintain an up-to-date knowledge of best practice, legal and regulatory guidelines relating to fundraising and income processing, including the Fundraising Code of Practice, GDPR, Gambling Commission regulations and Gift Aid rules.
- Ensure best practice is adhered to by staff, volunteers and supporters with regards to the receipt and processing of income. Provide tools, information and guidance, as appropriate.
- Maintain an awareness of Hospice services and activities to inform efficient and effective income processing.
- Build good working relationships with all internal and external stakeholders. Contribute to a positive, ambitious and solution-focused culture within the Fundraising team.
- Act as an ambassador for St Nicholas Hospice Care, demonstrating professionalism and living our values.
- Engage with the wider hospice and charity sector, learning from peers and sharing best practice.

## Personal Specification

<b>Post:</b>	Income Processing Officer
<b>Department:</b>	Income Generation: Fundraising

	<b>Essential</b>	<b>Desirable</b>
<b>Skills and attributes</b>	<p>Displays integrity, honesty and respect for others. Builds positive relationships with colleagues and supporters.</p> <p>Able to work effectively within a team and on own initiative.</p> <p>An effective communicator, with good written and verbal skills.</p> <p>Well-organised and able to manage a busy workload.</p> <p>Accurate and methodical, with strong attention to detail.</p> <p>Good numerical skills. Comfortable working with data and databases.</p> <p>IT literate, with particular skills in Excel, Word and Outlook.</p>	<p>Proactive in addressing challenges, with good problem-solving abilities.</p>
<b>Knowledge and experience</b>	<p>Previous administration experience, including data and/or financial processing.</p> <p>Experience of using a CRM database (<i>donorflex</i> or similar).</p> <p>Creating, improving and working to processes.</p>	<p>Has previous experience of working in a charity or fundraising environment.</p> <p>Has experience of dealing with customer-facing enquiries.</p>
<b>Other requirements</b>	<p>Empathy with the work and values of St Nicholas Hospice Care.</p> <p>Sensitive to the issues and concerns facing those living with dying, death and grief.</p>	<p>Flexibility with regards to attending occasional meetings and events outside of normal working hours, including weekends.</p>