

Role Profile



St Nicholas Hospice Care is recognised as a great place to work, to learn, and to grow. Where everyone matters, where everyone is encouraged, energised, and enabled to play their part in delivering our vision.

Job role	Fundraising Administrator
Reports to	Supporter Care & Lottery Manager
Responsible for	Volunteers where appropriate
Location	Whilst your normal place of work is St Nicholas Hospice Care, Hardwick Lane, Bury St Edmunds, you will also be required to work at such other places or locations within the Bury St Edmunds, West Suffolk, and Thetford area as we may reasonably determine.
Job Purpose	To offer administrative support to the fundraising team, with a focus on database and financial ledger responsibility following donations received. The post holder will work closely with the finance team and be the lead on processing donations within the hospice.

What the job involves

- Provide excellent administrative service for the fundraising department; recording and managing data and financials from third parties within our fundraising database including using systems providing online donations feeding into the system.
- To be the first point of contact in regard to processing donations. Ensuring that all donations (including donations received via cash, fundraising platforms and bank transfers) are accurately recorded and entered onto the database, together with the relevant income coding, any restrictive use, and VAT elements.
- To work alongside the Supporter Care and Lottery teams to update and process income and communications accordingly.
- As required, support the Fundraising Team in the administration of community, corporate, and events fundraising activity, attending where required.
- To be a point of contact for all third-party fundraisers and to offer support where needed.
- To provide reports and information from the fundraising database for the team and wider staff.
- To work closely with Finance to ensure timely and accurate information for end-of-month and end-of-year financial processes.
- Help with any other activities deemed suitable
- Assist in promoting St Nicholas Hospice Care - its services and need for support - to the local community.

Special features of the job

The post holder will be required to work outside normal working hours at events when needed. Such attendance is to be agreed with their line manager who will allow time off in lieu to be taken as appropriate.

What we want from you

- A Good standard of general education (GCSE's level A to C including maths and English)
- Good IT Skills including knowledge of Word and Excel, and database experience
- Excellent written and spoken English with an empathetic, confident, and professional manner
- A pro-active thinker with high attention to detail
- Able to prioritise and work in a busy environment
- Experience in delivering exceptional quality customer care which includes an excellent telephone manner
- Previous administration experience, including dealing with external enquiries
- Ability to work as part of a team
- Ability to liaise with other departments

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