

Role Profile



St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job Role	Fundraising Database Administrator
Department	Fundraising
Reports to	CRM and Data insights Manager
Location	Bury St Edmunds Head Office

Background Information

This role sits within the fundraising team and forms part of the Income generation Directorate, alongside retail and marketing.

The purpose of the fundraising team is to inspire, engage, acquire and retain supporters and maximise voluntary income for the hospice.

We put our supporters at the heart of everything we do and ensure their stewardship is of the highest standard and we retain their support for their lifetime.

Job Summary

This role is responsible for accurately importing event and donation data from a range of platforms into the fundraising database, requiring an adaptable and digitally confident individual with strong supporter care skills. Working closely with colleagues across the fundraising team and wider hospice, the postholder will help reconcile all income streams and ensure every donation is correctly managed, recorded and acknowledged.

This role plays a key part in supporting income generation by maintaining accurate financial records, delivering excellent supporter communications, and helping every supporter receive a positive, meaningful and well-stewarded experience that contributes to strong, lasting relationships.

The role will also oversee volunteers who provide administrative support to the team. It will also support the fundraising teams with general administrative duties and supporter engagement

Key Accountabilities & Responsibilities

Income and Processing

- Process and post all income to the CRM database (Donorflex), ensuring accuracy, correct coding, and adherence to agreed procedures.
- Manage all aspects of donation processing including card payments, telephone donations and third-party income streams.
- Administer and maintain Gift Aid declarations, ensuring compliance with HMRC requirements and accurate record keeping.
- Support reconciliation processes and work closely with Finance to ensure timely and accurate reporting for month-end and year-end.

- Download, import and process data from third-party platforms (e.g. online giving platforms), using excel ensuring accuracy and completeness

CRM and Data Management

- Maintain accurate, up-to-date and compliant supporter records, including financial data, personal details and communication preferences.
- Ensure all data is handled securely in line with GDPR and data protection requirements.
- Support the ongoing development and effective use of the CRM system.
- Select and manage data segmentation for mailing and other fundraising activities
- Liaise with Local Hospice Lottery over and supporter detail amends needed

Supporter Care and Communications

- Deliver excellent supporter care through timely, professional and empathetic communication across phone, email and written channels.
- Act as a key point of contact for supporter enquiries, resolving queries efficiently and courteously.
- Produce personalised and accurate thank-you letters and communications that demonstrate the impact of donations along with generating templated automated letters
- Contribute to continuous improvement of the supporter experience and communication approach.

Key Working Relationships

- Supporters and donors – often first point of contact, supporter care is optimum
- Fundraising team colleagues- all fundraising activity is processed through supporter care
- Finance team- all donations process through supporter care need to reconcile with finance
- Marketing and Retail – the three departments work closely together and support one another
- Volunteers and wider hospice colleagues- we have the one team approach, and we all work together to support patients and their families

Job Scope

Decision making level	Empowered to take decisions on the aspects of the supporter journey and income processing as advised by the CRM and Data Insights Manager
Other resources	<ul style="list-style-type: none"> • Oversight of booking in and out card payment terminals • Liaise with Local Hospice Lottery(LHL) to ensure our data is accurate and advise LHL of any supporter amends required
People management	<ul style="list-style-type: none"> • Oversight of office admin volunteers and allocation of tasks
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Ensure all public fundraising activities are carried out in line with the Fundraising Regulator, GDRP, Charity Commission and CQC standards

Person Specification

Essential

Knowledge, qualifications and experience

- Strong everyday Microsoft 365 skills, with solid practical experience using Excel, Word and Outlook.
- English GCSE Grade 4 (C) or above (or equivalent)
- Maths GCSE Grade 4 (C) or above (or equivalent)
- Experience using a CRM system

Skills and abilities

- Strong written and verbal communication

- Experience managing data within a CRM system, including routine data imports and day-to-day database maintenance
- Experience in administration, including data and/or financial processing
- Strong attention to detail and accuracy
- Excellent communication and customer service skills
- Ability to manage workload and prioritise effectively

Desirable

- Experience within a charity or fundraising environment
- Experience dealing with supporter or customer enquiries

Other

There may be a requirement to work evening or weekends to support fundraising events.

Standards and Expectations

Policies and Procedures

Employees are expected to follow all relevant hospice policies, procedures, guidance and professional standards.

Confidentiality / Data Protection

Employees must protect confidential information relating to patients, families, staff and volunteers, and comply with data protection requirements and hospice procedures.

Health and Safety

Employees must take reasonable care for their own health and safety and that of others, following relevant regulations, policies and training.

Safeguarding and Mental Capacity Act

Employees are responsible for recognising and acting on safeguarding concerns and must act in the best interests of anyone lacking mental capacity.

Infection Control

Employees must follow infection prevention and control policies and training to help minimise avoidable infection risks.

Equality and Diversity

We value the contribution of people from all backgrounds and expect everyone to be treated fairly, respectfully and without prejudice.

Volunteer Assistance

Where volunteers support your work, you remain responsible for the role requirements and must treat volunteers with respect and value their contribution.

Job Description

This job description reflects the current duties of the role and may change to meet the needs of the Hospice.

Values

Our values guide how we work together to care for people and support their loved ones: Compassion, Accountability, Respect and Equity.