
Job Description

Post: Individual Giving Coordinator
Salary: Grade 2.3
Reports to: Individual Giving Manager
Accountable to: Head of Income Generation & Marketing
Hours: 22.5 hours per week

Job Purpose

- Through research and data analysis you will assist in maximising income for the hospice through the high standard of stewardship of current donors, and the identification of prospective donors
- Under the guidance and supervision of the Individual Giving and Legacies Manager, you will work across all areas of Individual Giving focussing on increasing supporter engagement through targeted activity.
- Keep accurate records that will help inform future activity by proactively undertaking administration and clerical duties

Key Duties and Responsibilities

- Manage and maximise income from the hospice's in memory giving programme, incorporating funeral donations, the hospice Memory Tree and tribute funds.
- Manage all elements of the hospice's regular giving scheme, incorporating effective administration, managing relationships with donors and assisting in recruiting new donors.
- Assist in the development of direct marketing campaigns
- Provide insight through research into individual giving behaviour to enable strategy development and delivery.
- Undertake competitor research to drive new initiatives and best practice.
- Assist in monitoring, evaluating and reporting on progress.
- Develop and maintain robust fundraising systems and processes.
- Assist in planning, delivering and evaluating direct mail appeals.
- Assist the Individual Giving Manager in implementing the legacy promotion strategy and deliver agreed KPIs
- Utilise the supporter database to maintain accurate records, for data segmentation and for income and other KPI reporting purposes, maintaining high levels of data capture and adhering to data protection rules and guidelines.
- Set up and maintain effective and accurate recording systems for actual and potential supporters using the charity's existing Donorflex system.
- Work closely with the Lottery Team to identify opportunities for cross promotion where donor segments crossover.
- Process new Direct Debit instructions, cancellations and amendments, ensuring high compliance and accuracy in this area.
- Ensure close control and accountability for monies on Sage and Donorflex, in line with Hospice policies and procedures.

- Ensure best possible supporter care for your donors from the first point of enquiry through to regular contact. Ensure correct and effective recognition and thank you communications are sent and followed up on.

Health and Safety

All employees have a duty to take reasonable care to avoid injury to themselves and others. They are to make themselves aware of the Eden Valley Hospice' Health and Safety Policy and procedures, thus ensuring a safe working environment. Line Managers are responsible to promote working safely and ensuring that their team are carrying out duties in a safe manner.

Data Protection and Confidentiality

All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.

All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Training

All employees are expected to keep their mandatory training up to date. Line Managers are responsible for ensuring their team have adequate time and resources to ensure all mandated training requirements are completed. Annual appraisals are to be completed in a timely manner, in which relevant development and training requirements are identified.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

Person Specification

Qualifications	Essential	Desirable
Educated to A-level or equivalent, or relevant proven experience	✓	
Sage qualification		✓
Knowledge and experience		
Experience of working with financial data	✓	
Experience of working in an administrative and/or finance role	✓	
Experience of using databases; inputting, managing and manipulating information	✓	
Experience of working within a customer or donor facing role	✓	
Knowledge of Gift Aid		✓
Knowledge of relevant legislation, such as GDPR		✓
Sound working knowledge of Sage accounts		✓
Experience of report generation, development, analysis and delivery to managers		✓
Skills and abilities		
Strong analytical skills	✓	
Excellent relationship management skills	✓	
Excellent standards of record keeping	✓	
Personal qualities		
Willingness to work very occasional evenings and weekends to fulfil the requirement of the post		✓
A positive, self-motivated and enthusiastic attitude to work.	✓	
Able to work under pressure and to deadlines	✓	
Commitment to the vision and values of Eden Valley Hospice and Jigsaw, Cumbria Children's Hospice	✓	