

JOB DESCRIPTION

JOB DETAILS	
Job Title	Charity Administrator
Reports to	Fundraising Manager
Band	Band 4
Department/Directorate	Corporate Services/Fundraising

JOB PURPOSE

The Charity Administrator provides high-quality administrative, database and coordination support to the fundraising team, ensuring accurate processing of donations, excellent volunteer and supporter care, and the effective operation of fundraising systems and processes.

The postholder acts as a key point of contact for supporters, members of the public, volunteers and Trust colleagues, responding to enquiries and supporting the smooth delivery of fundraising activity. The role focuses on data accuracy, financial administration, coordination and customer service, enabling fundraising colleagues to deliver income-generating activity effectively.

This is a non-managerial role, working with a degree of autonomy on routine tasks within established procedures and under the direction of the Fundraising Manager.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To provide efficient and accurate administrative and database support to the fundraising team, contributing to the effective delivery of fundraising activity.
- To act as a first point of contact for fundraising enquiries from supporters, members of the public and Trust colleagues, providing a professional and helpful response.
- To accurately process donations, income and supporter information, including the administration, monitoring and reconciliation of collection tins, in line with financial procedures.
- To maintain accurate and up-to-date records on the charity's CRM and related systems, ensuring high standards of data quality.
- To ensure timely acknowledgement, thanking and stewardship of donors, in line with agreed supporter care standards.
- To support the administration and coordination of fundraising events, shows, exhibitions, stalls and campaigns, including bookings, materials and logistics.
- To support the coordination and day-to-day administration of on-site fundraising activity, including the foyer shop or fundraising hub.
- To provide administrative support to volunteers, including assisting with recruitment processes, coordination, records and communication, in line with agreed procedures.
- To provide administrative support to the charity's internal grants process, including processing applications from Trust staff, coordinating paperwork and maintaining accurate records.
- To ensure all administrative activity complies with Trust policies, the Fundraising Regulator's Code of Practice and relevant legislation.

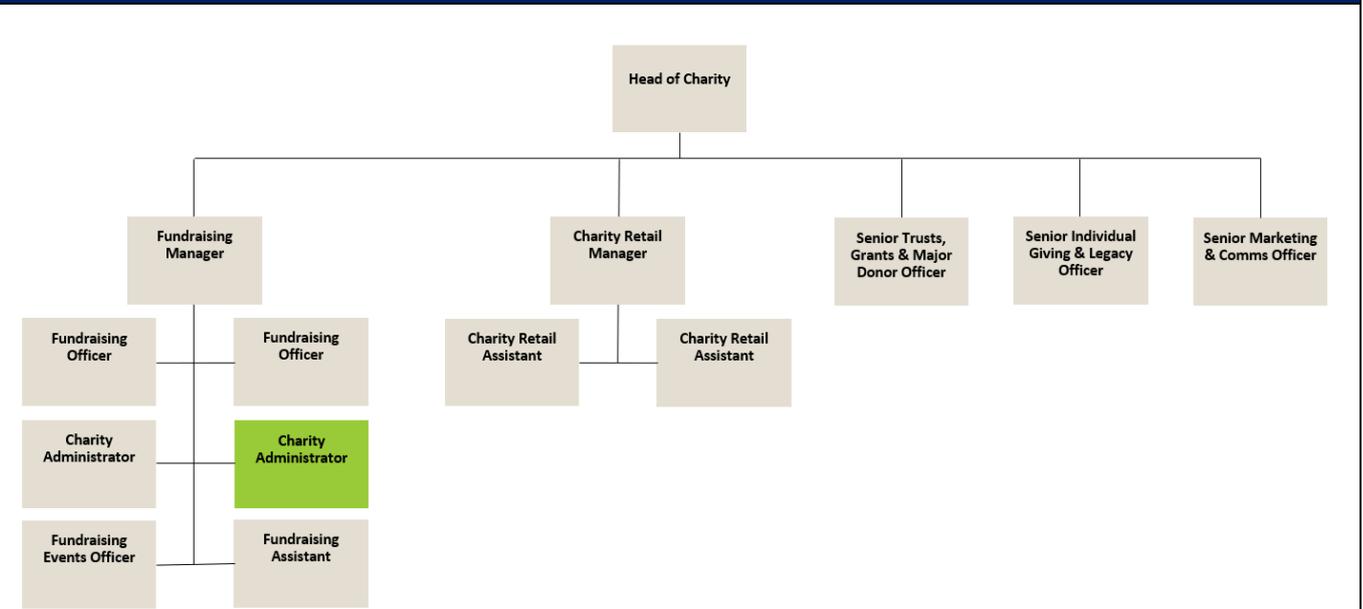
KEY WORKING RELATIONSHIPS

Areas of Responsibility: Charity administration, supporter records, income processing and coordination support.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Fundraising Manager and fundraising colleagues • Finance and Charitable Funds teams • Marketing and Communications teams • Clinical and non-clinical staff • Trust Procurement 	<ul style="list-style-type: none"> • Donors and supporters • Volunteers • Members of the public • Third-party fundraising platform providers • External venues and event organisers

ORGANISATIONAL CHART



FREEDOM TO ACT

The postholder will manage their own workload within agreed procedures and priorities, with work managed rather than supervised, and within clearly defined occupational policies.

- Carries out routine administrative, database and coordination tasks independently in line with established processes.
- Uses initiative and judgement to resolve routine and non-routine issues relating to donations, volunteers, events, internal grants or collection tins, escalating more complex matters appropriately.
- Works within agreed parameters for financial processing, data handling and supporter communication.

COMMUNICATION/RELATIONSHIP SKILLS

The role requires clear, accurate and professional communication on a regular basis, including the ability to adapt communication style for a wide range of audiences and situations, some of which may

be sensitive or complex, delivered via telephone, email, written correspondence and face-to-face contact.

- Communicates with supporters, volunteers, members of the public and Trust colleagues on routine and non-routine matters, adapting communication style where information is sensitive, complex or requires explanation or reassurance.
- Regularly engages with members of the public who attend Trust sites to deliver donations or make fundraising enquiries, providing clear information and managing expectations appropriately.
- Provides a welcoming, professional and helpful front-of-house experience when receiving donations or responding to enquiries, including where individuals may be distressed or anxious.
- Liaises with external venues, organisers and suppliers to arrange bookings for shows, exhibitions, stalls and fundraising activity, using judgement to resolve routine issues and escalating where appropriate.
- Supports volunteers through clear communication, guidance and coordination, including providing advice and information to support their role.
- Receives, records and appropriately escalates fundraising-related feedback or complaints in line with Trust procedures, exercising judgement in sensitive situations.
- Communicates sensitively and professionally with individuals who may be distressed, including bereaved supporters.

ANALYTICAL/JUDGEMENTAL SKILLS

- Checks, validates and maintains data to ensure accuracy and completeness.
- Identifies errors, discrepancies or issues and takes appropriate action to resolve or escalate.
- Applies judgement when prioritising tasks and managing competing administrative demands.

PLANNING/ORGANISATIONAL SKILLS

- Plans and organises own workload to meet deadlines and service expectations.
- Coordinates administrative arrangements for fundraising events, shows, exhibitions and on-site activity.
- Maintains schedules and records for collection tins, volunteer activity and shop or hub activity.
- Supports the preparation and coordination of fundraising mailings and appeals.

PATIENT/CLIENT CARE

The postholder will have regular face-to-face contact with members of the public, patients, relatives and carers who attend Trust sites to make donations or fundraising enquiries.

- Engages in a welcoming, sensitive and professional manner when receiving donations or responding to enquiries.
- Provides clear information and reassurance, recognising that some individuals may be affected by illness or bereavement.
- Maintains clear professional boundaries and knows when to signpost individuals to clinical staff or other support services.

POLICY/SERVICE DEVELOPMENT

- Implements Trust fundraising, finance and information governance policies and procedures within own area of work.
- Adheres to the Fundraising Regulator's Code of Practice and relevant legislation, including data protection requirements, applying policy and guidance appropriately in day-to-day practice.
- Proactively identifies opportunities to improve administrative processes and supporter experience, making suggestions for service improvement and supporting the implementation of agreed changes in line with Trust policy and service objectives.

FINANCIAL/PHYSICAL RESOURCES

- Accurately processes donations, income and financial records in line with agreed procedures.
- Manages the administration, tracking and reconciliation of collection tins.
- Supports the administration of on-site fundraising income, including the foyer shop or hub.
- Supports the administration of Gift Aid claims, ensuring records are accurate and compliant.
- Ensures cash handling, banking and acknowledgements are completed correctly and promptly.
- Uses office equipment and fundraising resources responsibly.
- Orders fundraising materials and services in accordance with Trust procurement processes and financial procedures.

HUMAN RESOURCES

- No line management or supervisory responsibility.
- Provides administrative and coordination support for volunteers, including records and communication.
- Supports colleagues through effective administration and information sharing.

INFORMATION RESOURCES

- Maintains accurate supporter, volunteer, financial and internal grant records on CRM and related systems.
- Records, prepares and distributes meeting minutes and action notes as required.
- Ensures compliance with GDPR and information governance requirements.

RESEARCH AND DEVELOPMENT

- Keeps up to date with administrative systems, processes and relevant guidance.
- Participates in training and development to maintain and improve skills.

PHYSICAL SKILLS

- Standard keyboard and IT skills.
- Ability to lift, carry and transport fundraising materials safely, in line with manual handling guidance.

PHYSICAL EFFORT

- Prolonged sitting with some standing and movement during the working day.
- Occasional lifting and carrying of light materials.

- Occasional evening or weekend work to support fundraising activity.

MENTAL EFFORT

- Frequent concentration is required when undertaking data entry, checking, reconciliation and financial processing.
- Managing interruptions while maintaining accuracy and attention to detail.
- Frequent prioritisation and re-prioritisation of workload to meet deadlines.
- Managing competing demands and changing priorities.
- Processing varied and sometimes complex information.

EMOTIONAL EFFORT

- Occasional exposure to emotionally sensitive subject matter, including discussions relating to serious illness, end-of-life care, bereavement and legacy giving.
- Occasional direct contact with patients, relatives or bereaved supporters who may be distressed or emotional.
- Requirement to maintain professionalism, empathy and emotional resilience while upholding appropriate boundaries.

WORKING CONDITIONS

- Purely office-based role, working on Trust premises.
- Use of display screen equipment for a substantial proportion of the working day.
- Regular interaction with members of the public attending Trust sites.
- Occasional evening or weekend work to support fundraising activity, by agreement.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Charity Administrator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
<ul style="list-style-type: none"> Educated to NVQ Level 4 or equivalent level of relevant experience 	E	
<ul style="list-style-type: none"> Proven ability to use Microsoft Office packages (e.g. Outlook, Word, Excel, Teams) 	E	
<ul style="list-style-type: none"> Relevant administrative or fundraising qualification 		D
<ul style="list-style-type: none"> Experience or training in data protection or information governance 		D
KNOWLEDGE/SKILLS		
<ul style="list-style-type: none"> Knowledge of administrative processes within an office environment 	E	
<ul style="list-style-type: none"> Understanding of the importance of accurate data handling and confidentiality 	E	
<ul style="list-style-type: none"> Ability to deliver high standards of customer service and supporter care 	E	
<ul style="list-style-type: none"> Ability to use databases or CRM systems to accurately record and retrieve information 	E	
<ul style="list-style-type: none"> Good written and verbal communication skills 	E	
<ul style="list-style-type: none"> Ability to engage professionally and confidently with members of the public in a face-to-face setting 	E	
<ul style="list-style-type: none"> Ability to work accurately with financial information and follow procedures 	E	
<ul style="list-style-type: none"> Knowledge of charity or fundraising administration 		D
<ul style="list-style-type: none"> Experience using fundraising databases or online fundraising platforms 		D
<ul style="list-style-type: none"> Awareness of NHS or healthcare environments 		D
<ul style="list-style-type: none"> Awareness of fundraising regulation and best practice, including the Fundraising Regulator's Code of Practice and GDPR 		D
EXPERIENCE		
<ul style="list-style-type: none"> Experience working in an administrative, customer service or office-based support role 	E	
<ul style="list-style-type: none"> Experience dealing directly with members of the public, face to face and/or by telephone 	E	

<ul style="list-style-type: none"> • Experience maintaining accurate records and handling data • Experience managing a varied workload and meeting deadlines • Experience working in a charity, voluntary sector or fundraising environment • Experience processing payments, donations or financial transactions • Experience supporting meetings, including preparing papers or taking minutes 	<p>E</p> <p>E</p>	<p>D</p> <p>D</p> <p>D</p>
<p>PERSONAL ATTRIBUTES</p> <ul style="list-style-type: none"> • Organised, methodical and able to manage own workload effectively • Approachable, professional and customer-focused manner • High level of attention to detail and accuracy • Ability to work independently while contributing positively to a team • Emotionally resilient and able to deal sensitively with bereaved or distressed individuals • Reliable, trustworthy and discreet • Commitment to continuous learning and improvement • Strong alignment with Trust and charity values 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>OTHER REQUIREMENTS</p> <ul style="list-style-type: none"> • The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. • Ability to work within Trust policies and procedures • Willingness to undertake mandatory training, including information governance and health and safety • Flexibility to work occasional evenings or weekends by agreement 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	

WORKING CONDITIONS/HAZARDS	FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
	R	O	M	F
Hazards/ Risks requiring Immunisation Screening				
Laboratory specimens				
Contact with patients	Y		X	
Exposure Prone Procedures	N			
Blood/body fluids	N			
Laboratory specimens	N			
Hazard/Risks requiring Respiratory Health Surveillance				
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N			
Respiratory sensitisers (e.g isocyanates)	N			
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N			
Animals	N			
Cytotoxic drugs	N			
Risks requiring Other Health Surveillance				
Radiation (>6mSv)	N			
Laser (Class 3R, 3B, 4)	N			
Dusty environment (>4mg/m3)	N			
Noise (over 80dBA)	N			
Hand held vibration tools (=>2.5 m/s2)	N			
Other General Hazards/ Risks				
VDU use (> 1 hour daily)	Y			X
Heavy manual handling (>10kg)	Y	X		
Driving	N			
Food handling	Y	X		
Night working	N			
Electrical work	N			
Physical Effort	Y		X	
Mental Effort	Y			X
Emotional Effort	Y			X
Working in isolation	Y		X	
Challenging behaviour	Y	X		