



THE ROYAL MARSDEN CANCER CHARITY

Job description

Temporary Fundraising Operations Assistant - Seasonal

Job title	Temporary Fundraising Operations Assistant
Salary	£11.50 an hour
Hours of work	35 hours per week
Contract	Temporary (September - December)
Directorate	Fundraising
Accountable to	Senior Database Officer
Responsible to	Head of Data and Fundraising Operations
Location	Chelsea
Liaises with	Fundraising teams in both Sutton and Chelsea

1. Job Purpose

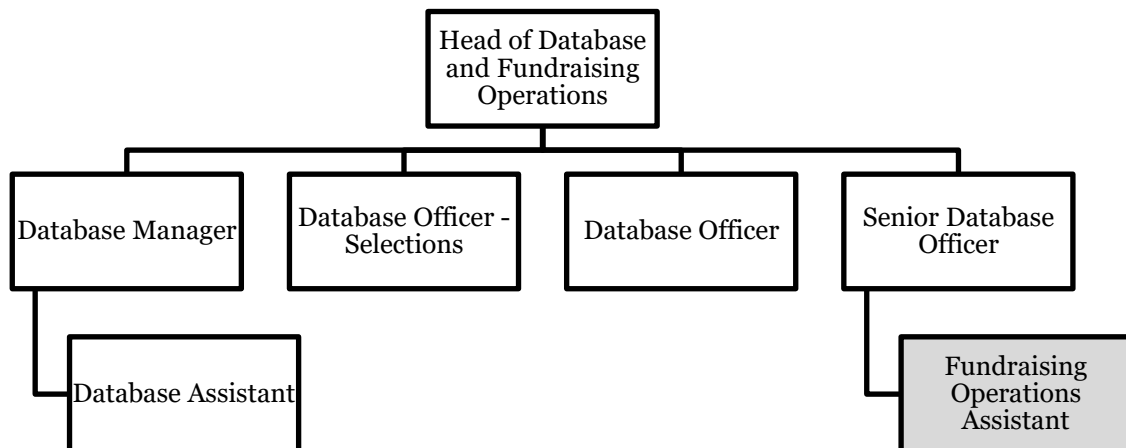
The Royal Marsden Cancer Charity (RMCC) raises money solely to support The Royal Marsden, a world-leading cancer centre. Together with the hospital we ensure our nurses, doctors and research teams can provide the very best care and develop life-saving treatments, which are used across the UK and around the world. From funding state-of-the-art equipment and ground-breaking research, to creating the very best patient environments, RMCC funds the development of new ways to improve the lives of people affected by cancer. Our recent emergency appeal raised over £2m to support hospital staff and patients through the Covid-19 pandemic.

The Data and Fundraising Operations Team

The Data and Fundraising Operations manages our supporter database and with it, the financial transactions for our supporters, including donations (online, cheques, cash and vouchers), direct debits and gift aid. They generate thank you letters and handle supporter enquiries and supporter consent on the database.

September to December is our busiest period and our team needs additional support to manage the increased volume of donations around the seasonal period. We need someone to help manage the incoming supporter communications and donations, opening and processing donations securely, and managing supporter administration on the Supporter Database (Raisers Edge).

This is a busy time so you will be looking for a role in an office, working with supportive colleagues, carrying out well defined processes with clear outputs and deadlines. You should have an excellent attention to detail and take pride in the quality of your work.



2. Key areas of responsibility

Data Processing

- 2.1. Ensure all donations are correctly recorded on the database
- 2.2. Ensure donations are thanked and fulfilled appropriately.
- 2.3. Help maintain accurate, and reliable information about supporters around Gift Aid, Consent and supporter communication preferences.
- 2.4. Process events enquiries, liaising with the Community and Events team to send supporters fundraising packs and responses to enquiries
- 2.5. Trading fulfilment

Collaboration and Team Work

- 2.6. Be an active member of the fundraising team; attend regular team meetings and assist with fundraising events and other areas as required.

3. Confidentiality and Data Protection

- 3.1. All employees of The Royal Marsden Cancer Charity must not, without prior permission, disclose any information regarding patients or staff (please also see the Charity's policy on Whistleblowing). In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable to dismissal.
- 3.2. All employees should comply with the Data Protection Act and the General Data Protection Regulation (UK GDPR) which comes in to effect from May 2018 and sets out requirements for how organisations will need to handle personal data.

4. Health and Safety

- 4.1. All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and the charities policies on health and safety.

5. Customer Service Excellence

- 5.1 All staff are required to support the Charity's commitment to developing and delivering excellent customer-focused service by treating patients, their families, donors, supporters, volunteers and staff with professionalism, respect and dignity.

6. Equality and Diversity Policy

- 6.1 The Royal Marsden Cancer Charity is committed to eliminating all forms of discrimination on the grounds of age, disability, gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex and sexual orientation.

7. No Smoking Policy

- 7.1 There is a no smoking policy at The Royal Marsden Cancer Charity.

8. Review of this Job description

- 8.1 This job description is intended as an outline of the general areas of activity. It will be amended in the light of the changing needs of the organisation.

9. Employee Specification

Candidates must be able to demonstrate	Essential or Desirable	Assessed by
Skills, Knowledge and Experience		
Excellent attention to detail	Essential	Interview / Testing
A positive can-do attitude	Essential	Interview
Good organisational skills	Essential	Interview / Testing
Able to work under pressure and to deadlines	Essential	Interview
Experience in an administrative role, ideally including inputting data	Desirable	Interview

The above attributes have been identified by management to be necessary for this post and will be used when short listing applicants for interview.