THE ROYAL MARSDEN CANCER CHARITY

Job description

Fundraising Operations Assistant



Job title Fundraising Operations Assistant

# Salary £25.6k

# Hours of work 37.5 hours per week

# Contract Permanent

# Directorate Corporate Services and Grants

# Accountable to Senior Database Officer

# Responsible to Head of Data and Fundraising Operations

**Location** Chelsea

**Liaises with** Fundraising teams in both Sutton and Chelsea, Finance

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 supporter administration related to all contact with supporters. This includes: communications, events attended, and primarily financial transactions including donations (online, cheques, cash and vouchers), direct debits and gift aid.

Operations is a new part of the team and we are looking for 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).

You will be looking for a role that’s based full-time in an office, working with supportive colleagues, carrying out well defined processes with clear, sometimes tight deadlines. Ideally with an administrative background, you should have excellent attention to detail and take pride in the quality of your work. You will be joining a technical and experienced team who will support you and help you develop new skills.

1. Key areas of responsibility

Data Processing

* 1. Ensure all donations are correctly recorded on the database
	2. Ensure donations are thanked and fulfilled appropriately.
	3. Help maintain accurate, and reliable information about supporters around Gift Aid, Consent and supporter communication preferences.
	4. Work with finance team to maintain monthly reconciliation processes between the fundraising database (Raisers Edge) and finance systems
	5. Process events enquiries, liasing with the Community and Events team to send supporters fundraising packs and responses to enquiries
	6. Support the processing and fulfilment of orders from our online shop

Collaboration and Team Work

* 1. Be an active member of the fundraising team; attend regular team meetings and assist with fundraising events and other areas as required.
1. Confidentiality and Data Protection
	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.
	2. All employees should comply with the Data Protection Act and the General Data Protection Regulation (GDPR) which comes in to effect from May 2018 and sets out requirements for how organisations will need to handle personal data.
2. Health and Safety
	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.
3. 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.

1. 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.

1. No Smoking Policy

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

1. 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.

1. Employee Specification

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