



THE ROYAL MARS DEN CANCER CHARITY

Job description

Product Assistant

Job title	Product Assistant (Mass Participation)
Salary	£25,000 per annum
Contract Type	Permanent
Hours of work	37.5 per week
Directorate	Public Fundraising and Engagement
Accountable to	Head of Community Fundraising
Responsible to	Product Manager
Location	Chelsea or Sutton (with travel to both sites)
Liases with	Community Fundraising, Marketing, Communications, Digital, Finance, Data, Individual Giving, Philanthropy and Corporate Partnerships teams, hospital staff, donors, supporters, volunteers and third-party suppliers.

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.

We are halfway through an ambitious three-year strategy that will deliver £80 million of funding to support a world-class programme of research, treatment and care. We are also in the final stages of a £70 million capital appeal to build the Oak Cancer Centre at The Royal Marsden in Sutton. The Charity is now working closely with the hospital on exciting plans for a new major redevelopment project on the Chelsea site.

This role is an integral part of the Community Fundraising team, helping to deliver Charity owned mass participation products, including our flagship fundraising event, The Banham Marsden March. This exciting new role offers the candidate opportunities to develop their problem-solving skills, contribute to product innovation and gain experience in delivering mass participation events. Dealing directly with supporters and working across different products, the role requires an effective communicator, with great attention to detail, who is proactive and has a passion for fundraising.

2. Key areas of responsibility

- 2.1. Support the Product Manager with the delivery of mass participation events and assist with product innovation.
- 2.2. Provide high levels of stewardship for all supporters participating in the Charity's owned mass participation events.
- 2.3. First point of contact for all products enquiries, including answering incoming calls, managing inboxes and meeting and greeting supporters that visit the Charity office.
- 2.4. Work alongside the Product Manager to help identify and develop new and innovative ways to improve supporter experience and identify trends across the sector to help inform our product development strategy.
- 2.5. Support the Products team with the delivery of the Charity's flagship event, The Banham Marsden March, including assisting on event logistics and being first point of contact for all supporter enquiries.
- 2.6. Work with fulfilment agencies to deliver fundraising materials to supporters.
- 2.7. Ensure the mass participation products information on the Charity website and displayed within the hospital is up to date.

General responsibilities

- 2.8. General administrative duties such as acknowledging donations and inputting supporter information onto the database in accordance with the Charity policies and procedures.
- 2.9. Ensure the fundraising database (Raiser's Edge) is maintained in line with best practice and internal processes, and all data is processed within data protection regulations.
- 2.10. Work across a variety of different digital platforms and help to problem solve where necessary.
- 2.11. Work with other teams within the Charity, including Finance, Data, PR, Marketing and other fundraising teams in order deliver an excellent supporter experience.
- 2.12. Attend key fundraising events as required. These may involve occasionally working evenings and weekends. Time off in lieu will be given.
- 2.13. Undertake any other duties that are commensurate with the post as requested by the Line Manager.

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 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 E/D	Assessed by Application form / Interview / Testing
Attributes		
An effective and enthusiastic team player	E	Application form/Interview
Ability to build strong and effective working relationships	E	Application form/Interview
Experience		
Experience of using a database	D	Application form/Interview
Experience in a customer service role or charity volunteering experience	D	Application form/Interview
Computer literate and competent with Microsoft products	E	Application form/Interview
Skills		
Able to respond sensitively and appropriately to emotional circumstances	E	Test/Interview
Able to multitask and work to deadlines	E	Application form/Interview
Excellent organisational skills and attention to detail	E	Application form/Interview
Excellent written and verbal communication skills and ability to communicate with a wide range of people	E	Test/Interview
Other factors		
An interest in cancer and health issues, with an understanding of NHS practices and procedures	D	Application form/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.