

## **DERIAN HOUSE CHILDREN'S HOSPICE JOB DESCRIPTION**

**POST:** Fundraising Administration Coordinator - Maternity Leave

**RESPONSIBLE TO:** Fundraising Manager

**JOB PURPOSE:** To provide an efficient and effective administration service for the Fundraising Team

The postholder is expected to develop and maintain excellent working relationships with key supporters both existing and potential. The ability to act sensitively where necessary with supporters and volunteers is essential. As a member of the fundraising office team, the postholder is also expected to work inclusively and collaboratively with other staff.

### **RESPONSIBILITIES**

#### **Fundraising administration**

- To provide a first class administration service for the Fundraising Team, acting as the first point of contact for telephone and email enquiries.
- To act as first point of contact for supporters and visitors bringing donations to the hospice
- To support the fundraising office by providing effective administrative systems, assisting in the preparation, production and mailing of communications to donors / support groups as required.
- To provide support to the Derian House support groups ensuring they have the information and materials required to run fundraising events
- To provide administrative support to the Fundraising Team in relation to events management and special projects
- To coordinate the delivery and collection of hospice collection boxes with local schools and business's
- To manage the stock inventory for promotional goods arriving at the hospice, assisting in the promotion of the same and reconciling at the year end

- To have an understanding of fundraising databases with the ability to extract and interpret information accurately, maintaining confidentiality at all times.

### **Professional knowledge / experience**

- A record of achievement in a previous administrative role preferably within a fundraising or charitable environment.
- Excellent communication skills, verbal and written
- Competent in the use of Microsoft office and experience of working with databases
- Experience of working with volunteers would be an advantage.
- Ability to interact positively with the general public - negotiating, motivating and enthusiasm to ensure fundraising projects are supported
- Ability to work under pressure to deadlines whilst attending to detail
- Current knowledge of Data Protection Legislation.

### **Personal Qualities**

- Friendly, outgoing manner
- Accountable for self, actions and decisions
- A positive 'can do' attitude
- A commitment to Derian House
- A commitment to working with and supporting volunteers