

Job description

Job title:	Gift Processing Officer
Team:	Supporter Care & Database Services
Location:	Hybrid working – Between office location and home. Minimum 3 days a week in the office in line with fixed rota
Hours of work:	37.5 hours
Contract:	Permanent, full time
Benefits include:	33 days (plus eight bank holidays) 8% employer pension contribution (Aviva) or access to continue NHS Pension Enhanced maternity, paternity, adoption, and shared parental pay Free health cashback plan Free employee assistance programme Learning and development commitment to staff Health and wellbeing commitment to staff
Reporting to:	Supporter Care Manager
Direct report/s:	None

Background

Today, dementia is the leading cause of death in the UK. By 2025, more than one million people in the UK will be living with this often devastating condition. Millions of us will know someone living with dementia. Many will be directly affected it – as the incredibly difficult role of carer often falls to friends and family members.

Dementia UK is a values driven charity, providing specialist dementia support and advice for families through our Admiral Nurse service. Our nurses help people living with dementia stay independent for longer and support the people caring for them so that they will have the strength to cope with the bad days, and the energy to enjoy the good days.

We value our people so it's important for us to create a working environment that looks after our workforce, enabling everyone to achieve their full potential. You will become part of a diverse and dedicated team, working in an environment where you can collaborate, be respected and thrive.

Purpose of job

The Supporter Care team are responsible for providing the highest level of customer care to all those who interact and support Dementia UK. Alongside this the team are responsible for financial processing - ensuring income is captured correctly on our database, Raiser's Edge.

This role is responsible for ensuring an excellent level of financial processing that will underpin the growth in fundraising activity across a range of income streams.

You will achieve this by processing a high volume of donations, ensuring that all processing is accurate and timely in order to provide an excellent supporter experience for all Dementia UK donors & supporters.

Reporting to the Supporter Care Manager, the Gift Processing Officer will handle post, cheques, cash and charity vouchers, working carefully with our database to record income and thank all supporters who give to Dementia UK.

Key accountabilities and responsibilities

Compliance

Responsible for accurately processing donations across a range of income streams.

Responsible for inputting and maintaining accurate donor records on the fundraising database, Raiser's Edge. Paying close attention while creating new records and to be proactive to highlight and correct errors where possible.

Handle sensitive data such as credit card information and process confidently and securely.

Handle post received to the office, sorting and scanning paperwork to SharePoint, highlighting relevant correspondence as needed.

Manage Gift Aid on supporter records. This will include setting up new declarations, ending and cancelling declarations and sending out notifications to supporters.

Stewardship

Responsible for thanking our supporters and funeral directors, adapting and personalising templates as needed to deliver high quality thank you letters in a timely manner.

Problem Solving

Handle queries and investigate complaints relating to donations providing a full and satisfactory response as needed.

Internal Relationships

Work with teams across fundraising to provide and receive information about fundraising activity so this information can be considered when processing income.

Work with the finance team to reconcile income received and to ensure the smooth flow of income processes between the two teams in order to achieve fast and accurate banking of donations.

Planning

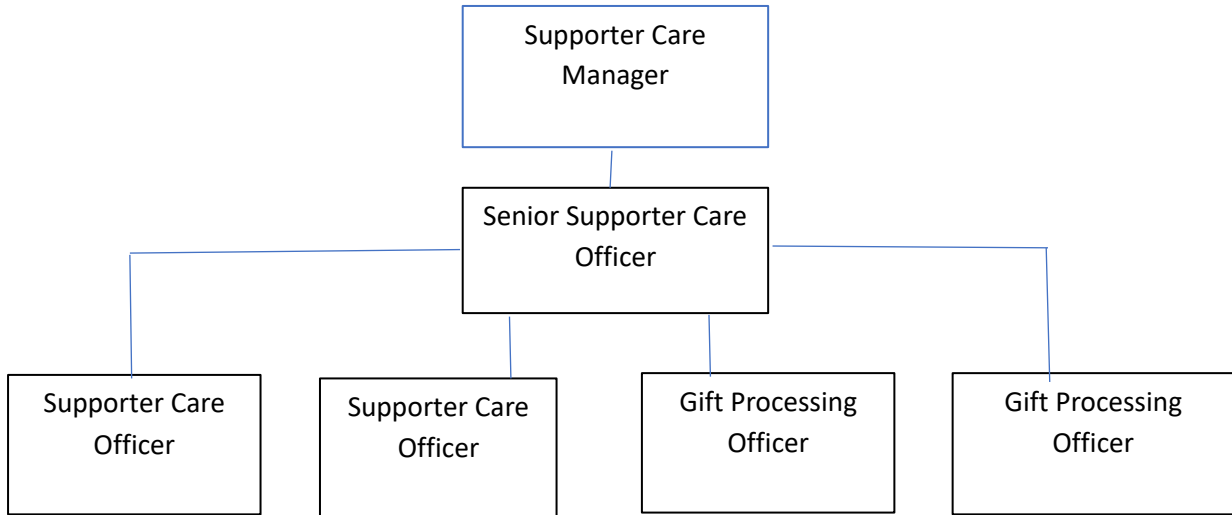
Work with the Supporter Care Manager to review and update Supporter Care processes relating to gift processing income and implement improvements on an ongoing basis.

General

- a) Actively promote the core values of Dementia UK whilst working towards achieving the strategic objectives of the charity.
- b) Have a strong working knowledge of Dementia UK's vision, mission and impact.
- c) To undertake all duties in line with the Dementia UKs policies, procedures and regulations ensuring that the work undertaken actively promotes equality, diversity and non-discrimination.
- d) Undertake any other duties related to the job purpose and which may necessary, as required.

This job description is not exhaustive and is subject to change in accordance with business need.

Team Structure



Person specification

Essential			
Qualifications, knowledge, skills, and experience			
Criteria	Application	Test	Interview
Experience of using a database to enter and maintain records	X		X
Excellent attention to detail and numeracy skills	X	X	X
High computer literacy with knowledge of Microsoft Office inc Word and Excel	X		X

Desirable		
Qualifications, knowledge, skills, and experience		
Criteria	Application	Interview
Experience of using a database to enter and maintain records	X	X
Experience of working in a fundraising or a charitable organisation	X	X

Personal attributes		
Criteria	Application	Interview
Excellent interpersonal and donor care skills		X
Excellent Communication skills – oral and written	X	X
Ability to prioritise own workload and adapt to changing demands in a busy environment	X	X
Ability to work effectively as part of a small team and take initiative		X
Ability to perform administration and process-based tasks when required	X	X

Our values

Compassion
Collaboration
Integrity
Ambition