



Role: Donations Processing Officer

Reporting to: Database and Technology Manager

Place of Work: Royal Trinity Hospice, London SW4

Hours of Work: 37.5 hours per week (full time / Permanent)

Salary: £23,500 - £25,000

Compton Fundraising Consultants

Compton is the UK's leading fundraising consultancy, with decades of experience managing successful annual, capital and legacy campaigns for thousands of charities and not-for-profit organisations. Our clients recognise Compton as 'the trusted name in fundraising', thanks to the transformational contributions we make.

We are proud of our history and track record, and the 'Compton Way' continues to deliver extraordinary fundraising results, even in today's challenging operational and economic conditions.

Royal Trinity Hospice

Royal Trinity Hospice provides skilled, compassionate end of life care to individuals and support for families. Based on Clapham Common they are the only specialist end of life care provider for 750,000 people.

Compton/Royal Trinity Hospice

We have worked with Royal Trinity, the UK's oldest hospice, since 1999. We were originally asked to review annual fundraising at Trinity. In 2005, Royal Trinity fully outsourced its fundraising and marketing operations to Compton to help raise over £3 million a year, and to develop and plan Major Gift campaigns.

Job Purpose

As the Donations Processing Officer, you will work with the Data and Technology Manager to promote excellent customer care and ensure the smooth running of this important aspect of fundraising operations at Royal Trinity Hospice. Trinity uses Raisers Edge to manage its fundraising and donor data. You will use this to manage the day to day running of the supporter care function and to identify and maximise opportunities to raise funds within the fundraising department.

Duties and Key Responsibilities

- Process cash, credit/debit card and CAF donations received via post, telephone and online.
- Thank all donations or pass to the appropriate team as required.
- Perform bank statement reconciliation, which includes; processing standing orders, direct debits, online giving and legacies.
- Deal with finance related queries from the Fundraising Team and be the first point of contact for queries from Trinity's Finance Department.
- Record and code all invoices, cheque requisitions and expenses.
- Along with other members of the team you will be responsible for opening post on a regular basis.
- Support and attend fundraising events outside of normal working hours.



Person Specification

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

Skills and Abilities	Criteria	Criteria tested at		
		Application	Interview	Test
Communication & People Skills	<ul style="list-style-type: none"> Excellent verbal and written communication skills. 	√	√	
	<ul style="list-style-type: none"> Excellent attention to detail. 	√	√	√
	<ul style="list-style-type: none"> Ability to work as a part of a small team or independently. 	√	√	
	<ul style="list-style-type: none"> Ability to develop good relationships with key stake holders – Finance, IT and Fundraising departments. 	√	√	
	<ul style="list-style-type: none"> Good organisation skills with the ability to manage tasks simultaneously and prioritise and meet deadlines. 	√	√	√
	<ul style="list-style-type: none"> Evidence of understanding the need to provide excellent customer care. 	√	√	
	<ul style="list-style-type: none"> Self-awareness and an ability to ask for support from senior staff. 		√	
	<ul style="list-style-type: none"> To be enthusiastic, professional and credible when representing the organisation. 		√	



Skills and Abilities	Criteria	Criteria test at:		
		Application	Interview	Test
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of working in a Supporter Care team or similar within the not-for-profit sector. 	√	√	
	<ul style="list-style-type: none"> • Good working knowledge of Raiser's Edge database. 	√	√	√
	<ul style="list-style-type: none"> • Good working knowledge of IT software packages including Microsoft Word, Microsoft Excel, and Microsoft Outlook. 	√	√	√
	<ul style="list-style-type: none"> • Knowledge of Gift Aid rules. 	√	√	
	<ul style="list-style-type: none"> • Knowledge of the Data Protection legislation and confidentiality. 	√	√	
	<ul style="list-style-type: none"> • Aptitude for dealing with figures and data work. 	√		√
	<ul style="list-style-type: none"> • Knowledge of PCI-DSS compliance rules for processing donations made by credit cards. 	√	√	

Skills and Abilities	Criteria	Criteria tested at		
		Application	Interview	Test
Education, Training, qualifications				
	Good standard of education to degree level of equivalent.	√		