

The Great North Air Ambulance Service

Job Description



Job Title: Supporter Processing Assistant

Main Purpose of the job: To process fundraising income from Supporters

Relationships:

- Responsible to: Head of Supporter Services
- Liaise with: Supporters, suppliers, general public, and charity employees/volunteers.

Location: Progress House, Urray Nook Road, Eaglescliffe, Stockton-on-Tees, TS16 0QB

Hours: 40 per week

Contract Type: full time permanent

Salary Range: Pay Band 2 £19,247 to £21,101

Main Duties and Key Responsibilities

1. Ensure that all supporter enquiries are handled promptly, efficiently and supporters are valued.
2. Provide supporters with the information they need about the charity and encourage them to increase fundraising and explore other ways to support.
3. Provide excellent service to all stakeholders both internal and external
4. Keep up to date with current events, campaigns and charity news.
5. Handle and bank cash, cash equivalents and process income in line with all financial controls and KPI's
6. Ensure Supporter correspondence is sent out to agreed timescales
7. Drive innovation, continuous improvement and efficiencies within processes and procedures
8. Adhere to systems and processes in line with, best practice and legislative requirements.
9. Undertake general administration and mailroom duties to support the effective operation of the charity.
10. Manage, organise, and update relevant data on Donorflex, or other electronic databases.
11. Keep up to date with other processes to provide support within team as required
12. Assist the Departments Managers as necessary and take on duties as required.
13. Attend training to develop skills and knowledge as necessary.

There will then be focus in one or more of the following specialist areas, which may be rotated:

Cash processing key responsibilities

1. Process cash payments received by the charity
2. Oversee Cash Collection box income processing and management within CRM system
3. Support fundraising initiatives involving cash

Lottery processing key responsibilities

1. Process Lottery income from multiple avenues
2. Maintain Lottery reminder systems
3. Complete weekly draws and winners' processes including cheque management
4. Aid lottery reconciliation
5. Bank lottery payments of cash and cheque and process card and online payments
6. Support Lottery income stream projects

Campaigns key responsibilities

1. Process income from dedicated charity campaigns including annual raffle and annual appeal
2. Support implementation of processes for new campaigns
3. Maintain campaign links for reporting and analysis
4. Aid raffle reconciliation
5. Support campaign projects

Donations Key Responsibilities

1. Bank and process donation cheques
2. Process digital income via multiple avenues BACS, website, 3rd party digital platforms, Standing orders
3. Ensure donors are thanked appropriately for their support
4. Aid with donation reconciliation

Please note that the above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by the organisation and the overall business objectives. Tasks may be rotated from time to time and will be subject to change dependent on the needs of the charity.