

Job Location:	Head Office, Edinburgh EH12 5EZ
Responsible to:	Donor Care Officer
Responsible for:	N/A

1. Introduction to Chest Heart & Stroke Scotland

NO LIFE HALF LIVED

Everyone has the right to live life to the full. After a diagnosis of a chest or heart condition or a stroke, many people experience fear and isolation and struggle with the impact on their lives. Chest Heart & Stroke Scotland won't stand for that. The care and support we deliver every day ensures everyone can live the life they want to.



Our Vision: welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time and in the right place. A place where you can shape your future and live the life you want to lead.

Our Mission: welcome to a community where people can support each other, secure the expert help they need and collectively advocate for the care that matters to them. Welcome to the charity that never underestimates the power of a cup of tea, a conversation started, a recovery begun.



No Life Half Lived means we need to listen to people with our conditions and deliver well for them. We have identified four goals to get us there.

We will place our focus on **addressing the unmet needs** of people with our conditions - social, emotional, and physical - across all Scotland's communities.

We will be **led by our people:** people with lived experience of our conditions, their families & carers, friends, colleagues and healthcare professionals.

We will secure the **funding required to deliver via a diverse income portfolio that is consistent with our values** and ethical approach.

We will be **effective and accountable** in all that we do.

We have developed six values to guide us in delivering against our goals:

Agile: we will be able to adapt to the needs of our people and the environment we work in.

Innovative: we will look for improvement in what we currently do and be creative in developing new services.

Inclusive: we will adopt a human rights based approach to our work and ensure we are accessible.

Accountable: we will take ownership for our work and hold decision makers to their responsibilities.

Collective: we can only achieve our goals by working together and learning from each other.

Courageous: we will say what needs to be said and do what needs to be done to meet our goals.



2. Job Purpose

This role sits within our award winning Donor Care team and provides essential administrative support to allow the Donor Care Officer and Database Co-ordinator, as well as the rest of the Donor Care Team, to execute campaigns with the aim of achieving our ambitious income targets.

3. Key Challenges

- Ensuring all administration regarding Donor Care is handled promptly, accurately and courteously; working with other members of the Donor Care Team, Fundraising Department and CHSS colleagues as required.

4. Key Responsibilities

Primary:

- Processing and recording all General, Home Money Box, Appeal and In Memory donations accurately on our Raiser's Edge (RE) database.
- Answering the phone for the Fundraising Department and directing calls accordingly (in conjunction with the department's Senior Administrator).
- Talking with donors on the phone and, in the absence of the Donor Care Officer and/or Tribute Giving Manager, in person (the majority of whom may be recently bereaved).

- Supporting the Donor Care Officer in creating tactful, tailored donor thank you letters (after adequate training period).
- Running reports and creating journals to assist our Finance Department.
- Gathering and franking all correspondence generated by the Donor Care team on a daily basis.
- Coding the Daily Mail Sheets for distribution to the relevant members of the Fundraising Team.
- Carrying out general administrative tasks as requested by the team.

Secondary:

- To undertake other duties from time to time as directed by the Donor Care Officer & Head of Donor Care i.e. preparing packs for mass mailings
- To comply fully with CHSS Policies and Procedures
- To attend training sessions and other activities as required

5. Key Results/Objectives

To support the Donor Care Team and individual giving income growth by accurately recording data and creating and sending personalised, timely thank you letters offering excellent donor care.

6. Dimensions

Budget responsibility: None

Contacts: Fundraising Colleagues, Finance Department, Retail Department, Reception and Colleagues across CHSS.

Funeral Directors, Donors.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.

Person Specification

	Essential	Desirable
Education and Knowledge	<ul style="list-style-type: none"> • Excellent writing skills 	<ul style="list-style-type: none"> • Bereavement training • Individual Membership of Institute of Fundraising
Previous Experience	<ul style="list-style-type: none"> • Customer relationship management (CRM) Database experience • Working in a customer service environment 	<ul style="list-style-type: none"> • Using a customer relationship management database, ideally Raiser's Edge • Working in a donor care environment
Skills Aptitudes Abilities	<ul style="list-style-type: none"> • Attention to detail • Ability to prioritise tasks and focus in a busy, open plan environment • Excellent inter-personal and communication skills • A "can-do" attitude and the ability to problem solve • Prepared to work with flexibility, commitment and good humour 	<ul style="list-style-type: none"> • Proven ability to deal with sensitive situations both in person and on the telephone
Disposition	<ul style="list-style-type: none"> • Conscientious • Commitment to ethos of the voluntary sector • Willing to work some unsocial hours, including weekends, for the Department's events programme 	

Summary of Terms and Conditions of Employment

Term:	Permanent, full-time
Salary:	Grade 6 (i), Scale Points 10-15, £16,627– £18,443 per annum <i>New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.</i>
Hours of work:	32.5 hours per week
Review of Work:	The postholder is subject to the CHSS objective setting, supervision and appraisal process.
Annual Leave:	CHSS leave year runs from 1st April to 31st March. Employees are entitled to 36 days annual leave in their first year of service (including public holidays). An employee will be awarded one extra day's annual leave for each complete year of service up to a maximum of 42 days (including public holidays). These allowances are pro-rated for part time employees and further pro-rated for those who join or leave CHSS during the leave year.
Pension scheme:	<p>CHSS offers a Group Personal Pension Plan, which has been established with Aviva. The Plan is a money purchase arrangement. You can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS. The emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life.</p> <p>Employee's and Employer's Contributions are paid on the portion of the employee's salary which is above the National Insurance contributions threshold (the Lower Earnings Limit). Employees who meet the relevant criteria are "automatically enrolled" in the scheme.</p> <p>There are also schemes which provide death-in-service benefit and permanent health insurance.</p>
Equal Opportunities:	CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.