

Senior Fundraising Administrator - Job Description

Job Location:	Head Office
Responsible to:	Director of Fundraising
Responsible for:	Modern Apprentice Assistant Fundraising Administrator

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 is accountable for a) the management and delivery of the administrative needs of the Fundraising Department, as part of the Systems & Support Team, to ensure the smooth running of the department and b) the provision of administrative support to the CHSS Events Programme to ensure the smooth running of all processes relating to events participants, pre and post event in compliance with CHSS, regulatory and legislative requirements.

3. Key Challenges

This is a busy central role providing support to the Department. The key challenge is in managing the competing deadlines within the working day, especially at busy event periods. This is compounded by having a number of “dotted lines” to different parts of the Department, each of which has their own deadlines.

4. Key Responsibilities

Administration

- Manage the administrative needs of the Fundraising Department to ensure all processes are followed to meet the best standards of internal and external customer care, financial probity, etc, including:
 - departmental administration, including being first point of contact for incoming departmental emails, management of departmental diary, management of documentation for archiving/confidential destruction, general provision of support/ back up as required, etc;
 - liaison with Finance, including assisting with the management of day-to-day receipt of income, all invoices (recording, allocation, authorisation and queries),

- management of department's petty cash, collating paperwork for the annual audit and liaising with the auditors, dealing with Gift Aid claims, etc;
- general administration including covering Reception as required, managing meetings and taking minutes, acting as a fire marshal, etc.

Events

- Provide administrative support for the CHSS events programme to ensure all processes are followed to meet the best standards of internal and external customer care, financial probity, etc, including:
 - using Raiser's Edge (RE) to manage all aspects of event registration, including running the registration process on the day of an event (with up to 650 participants);
 - acting as liaison point for external charities buying places at CHSS events, and dealing with invoices for same;
 - ensuring all participants are properly thanked post event and accurate accounts of income raised sent to them;
 - working with Finance to ensure accurate counting and recording of cash and cheques.

Supporter Fundraising

- Provide support to the Supporter Fundraising team including the management of the Wedding Favours programme, including ordering necessary materials, dealing with all enquiries, fulfilment and thank you letters, to ensure all processes are followed to meet the best standards of internal and external customer care, financial probity, etc.

Line Management

- Manage, train and support the Assistant Administrator to take on the more basic tasks and free up time, e.g. to provide more support to the Director of Fundraising
- Provide line-management to any admin volunteers within the department (currently one long-term volunteer) to ensure they perform tasks efficiently and effectively and submit volunteer statistics to the Volunteer section to enable them to meet their needs.

General

- To undertake other duties from time to time as directed by the Director of Fundraising or other senior member of the Fundraising Department.
- To comply fully with CHSS Policies and Procedures.
- To participate in the CHSS appraisal and support & development process.
- To attend training sessions and other activities as required.

5. Key Results/Objectives

- Managing a varied and competing workload to fixed deadlines, particularly regarding administrative support for events
- Maintaining a calm and friendly telephone manner at all times whatever the frustrations
- Attending events run throughout the year
- Ability to multi-task and move between projects

6. Dimensions

Budget responsibility: none

Contacts:

- (Internal)**
 - CHSS Events Officer
 - Assistant Administrator
 - SFR colleagues
 - Other members of the Systems & Support team
 - Finance Team
 - Office & Facilities Team
 - Retail & Trading team
 - Volunteer Team

- (External)**
 - Suppliers
 - Event participants
 - ACE charities (clients at Abseil, etc)
 - Auditors

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"> • 5 passes at Standard Grade or equivalent • SVQ 3 in Administration or equivalent experience 	
Previous Experience	<ul style="list-style-type: none"> • Experience at a senior administrative level in a busy, diverse team • Experience of Raisers Edge (or other CRM system) 	<ul style="list-style-type: none"> • Experience of event administration and organisation • Previous experience of supervising staff or volunteers
Skills Aptitudes Abilities	<ul style="list-style-type: none"> • Ability to manage multiple tasks and “dotted line” responsibilities to a range of people in the team each with their own deadlines • Attention to detail • Excellent telephone manner • Ability to learn new skills as the role and technology evolve • Ability to work under minimal supervision and use own initiative • Excellent verbal and written communication skills • Excellent inter-personal skills with a good telephone manner • Excellent planning and organising skills • Ability to work as part of a team • Excellent experience of Microsoft Office packages (Word, Excel, email) 	<ul style="list-style-type: none"> • Confident use in Office 2010 applications (Powerpoint, Access)
Disposition	<ul style="list-style-type: none"> • Commitment to ethos of the voluntary sector • Commitment to equal opportunities • Willingness to work flexibly, including out-of-hours and out-of-doors 	

Summary of Terms and Conditions of Employment

Term: Permanent

Salary: Grade 5, Scale Points 15-23, £18,443 - £22,426 per annum
(Salary award and implementation of job evaluation exercise – review pending)

New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.

Hours of work: 32.5 hours per week (CHSS full-time is 32.5 hours)

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: 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.

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.

There are also schemes which provide death-in-service benefit and permanent health insurance.

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.