

JOB TITLE					
Income & Administration Assistant					
Department	Division	Reports To	Location	Salary	Type of contract
Income & Engagement	Data, Analytics & Experience	Supporter Experience Manager	Due to the nature of the role, you will need to be in the Reading hub 4 days/week	£21,000	Permanent
Direct Reports/Immediate relationships					
Data, Analytics and Experience Lead Supporter Experience Manager Income & Administration Assistant					
Core Purpose					
<p>To provide excellent administrative support and ensure our donors have a magical supporter experience. In this busy and varied role, you will be responsible for Income processing, the thanking of donations and the fulfilment of fundraising materials, with the support of volunteers, to ensure supporters receive what they need on time. The work of this role will ensure efficient and effective processing of income from supporters and donors as well as providing excellent supporter care, supporting the growth of income and the encouragement of repeat support allowing for a sustainable income for Make-A-Wish.</p>					
Key responsibilities					
<ul style="list-style-type: none"> • Deliver a magical experience for Make-A-Wish supporters • Responsibility for processing and coding of all income onto the fundraising database ensuring that all income information is accurate and kept up to date within required timescales, including ensuring all legal duties are met • Maximize Gift Aid donations and investigation of anonymous donations. • Maintain database integrity and accuracy of records • Ensure all Donors & Supporters have been thanked for their donations in a magical, courteous and sensitive manner with a focus on surprise and delight or pass to the correct person to acknowledge where appropriate. • Supporting an efficient and accurate income reconciliation process with Finance, under the direction of the Supporter Experience Manager. • Support the processing of online supporter registrations via online fundraising platforms • Ensure that donor details are accurately entered on the database, including mailing preferences and gift aid declarations, in a consistent manner in accordance with fundraising procedures • Provide fulfilment of fundraising materials required by the Income and Engagement Team. • Ensure fundraising stock supplies are maintained and managed • Manage donation coding queries 					

- Provide ad-hoc administration and data support to the wider team

Organisational responsibilities

- Within Make-A-Wish's performance & growth framework "Being Brilliant" initiate regular conversations with your line manager when you discuss your role objectives, personal development, wellbeing and other topics
- Complete one Wish Discovery (meeting the wish children and their family to help them explore what their wish could be) and one fundraising event a year
- Attend whole organisation meetings like monthly symposium and townhall as well as ad-hoc training opportunities as required; and as much as possible attend social events happening twice a year.
- Work with your colleagues across the organisation within the framework set in Make-A-Wish Ways of Working

PERSON PROFILE

To be successful in this role you will need to have:

- Experience of processing/inputting data
- Ability to manage multiple priorities and meet tight deadlines in a fast-paced environment
- Excellent organisational and administrative skills
- Strong communication skills at all levels, both written and oral
- Ability to work on own initiative without supervision
- Excellent IT skills – MS office including Word, Excel, Outlook and PowerPoint plus general database skills
- Ability to focus on accuracy and a strong attention to detail
- Creative and a problem-solver
- Strong team-working skills and ethos and a great rapport builder with a range of people
- Be led by the needs of the Wish Child in all we do and make decisions as close to the child as possible. Wherever possible by the child.
- Have practical understanding of Make-A-Wish values: Be Magical, Be Inclusive and Be Inspiring
- Actively listen to other people, particularly those with views that are different to their own
- Embed the principles of Equality, Diversity and Inclusion within their role
- Open to collaboration and working across different teams to help the organisation achieve its strategic objectives
- Be able to work independently in an agile environment understanding that different people across the organisation have different working patterns
- Be able to work with your colleagues and other members of Make-A-Wish community as One Team united in common vision and mission and support organisational efforts of reaching every child by e.g. answering phones when other teams are busy, supporting activities happening across the organisation.
- Basic DBS check