



## Marie Curie Job Description

Job title:	Fundraising Operational Support Officer (Income Processing and Gift Aid)
Department:	Fundraising Supporter Experience
Location:	89 Albert Embankment, London SE1 7TP or 14 Links Place, Edinburgh EH6 7EB
Reports to:	Senior Fundraising Operational Support Manager
Contract:	Permanent / Full time

### Job Summary

Marie Curie Cancer Care has developed an ambitious fundraising strategy, seeking to substantially increase its income primarily by growing its existing fundraising activities. Having invested substantially in the development of our fundraising portfolio, we are seeking a Fundraising Operational Support Officer (IPGA) to supplement our team, to ensure we maximise our working processes and relationships in relation to Income Processing and Gift Aid to make them as effective and efficient as possible.

Working from within the Fundraising Supporter Experience department, we are seeking a operational support officer (IPGA) with excellent operational, process performance and analysis skills to support the maintainance, further development and implementation of standardised, effective and efficient operational processes across Fundraising products and activities. The post-holder will have a thorough understanding of Fundraising in general, as well as extensive experience in and knowledge of, Fundraising operational processes, fundraising operational performance management, data bases and data management; specifically those processes and systems relating to income processing and Gift Aid.

The Fundraising Operational Support Officer (IPGA) will be responsible for monitoring and evaluating income processing across Fundraising and identifying process improvement opportunities across the process chain. The post holder will play a key role in establishing and maintaining standard working practices as well as documenting these processes. The post holder will also play a key role in identifying and testing new and innovative payment methods (e.g. contactless).

Amongst other deliverables, the post holder will play a key role in elevating the importance of developing, communicating and embedding rigorous Gift Aid capture and recovery systems across all Fundraising teams, by championing Gift Aid as a source of income, as well as through the delivery of Gift Aid training modules. A key part of this role will be to work in collaboration with the Gift Aid Accountant to boost the performance of Gift Aid processes and to boost our recovery of Gift Aid across all eligible income streams.

Working with the Gift Aid Accountant, the post holder will ensure that our Gift Aid strategy and processes seek the greatest financial return while offering complete compliance with HMRC regulations.

## **Key relationships**

### Internal:

- Fundraising Senior Managers
- Fundraising Staff and Teams
- Colleagues in FSET
- Database Services
- Performance, Data & Analytics
- Finance
- Gift Aid Accountant
- Gift Aid Committee
- Internal Audit
- Digital and Marketing
- Policy & Compliance

### External:

- Service Providers
- Financial Processing Agencies
- Consultants and contractors
- Peers within the not for Profit sector

## **Duties & Responsibilities**

1. Support implementation and maintenance of Gift Aid processes in order to maximise efficiency and effectiveness across the process, and to increase Gift Aid recovery from eligible income sources.
2. Support maintaining Gift Aid processes and associated documentation, standard work, and reporting.
3. Gather and analyse data to support informed decision making about the performance of relevant processes (Income processing and Gift Aid).
4. Drive continuous improvement across all delivery teams involved in Gift Aid processing.
5. Support problem solving and issue resolution, as required, for performance issues identified across Fundraising Income Processing and Gift Aid processes.
6. Proactively identify areas for business process and data quality improvements, with support from the FPIP and PDA teams.
7. Apply relationship management skills to act as a bridge between business stakeholders, relevant third party service providers, and others interacting across fundraising business processes.
8. Support the definition and implementation of quality control and performance metrics across relevant Fundraising processes.
9. Support, plan and minute the Gift Aid Committee meetings, a cross directorate internal team of Gift Aid experts and process owners chaired by the Gift Aid Accountant.
10. Maintain up to date knowledge and documentation related to Income Processing across all Fundraising income streams.
11. Work with teams and suppliers involved in income processing across multiple channels to manage processes and standardise approach to maximise

efficiency and effectiveness.

12. Pro-actively identify (and potentially test) new and innovative payment methods (e.g. contactless).
13. Oversee and work with colleagues to support Fundraising compliance with regards to Gift Aid and Income Processing.
14. Work collaboratively with the Fundraising Process Improvement Team to continuously improve process performance of assigned processes.
15. Deliver and support development of Fundraising training in relation to Gift Aid and Gift Aid Compliance as well as Income Processing.
16. Other duties as discussed and agreed with the Senior Fundraising Operational Support Manager and the Head of Fundraising Supporter Experience such as those relating to (but not limit to) fundraising support areas such as compliance, risk management and complaint management.

### **General**

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Marie Curie.
- Marie Curie operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in **any** Charity premises, grounds or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Adhere to all Marie Curie policies and procedures at all times
- Actively promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering to Marie Curie policies on safeguarding
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.



**Marie Curie  
Person Specification**

Job title: Fundraising Operational Support Officer  
(Income Processing and Gift Aid)

Criteria	Essential	Desirable	How assessed
Skills / Abilities	<p>Excellent stakeholder management and relationship management skills</p> <p>Excellent IT skills, including a thorough understanding of word-processing, Excel, and e-mail as well as a good understanding of (fundraising) databases</p> <p>Excellent data analysis skills. Ability to advise on decisions based on large, complex and disparate data-sets.</p> <p>Ability to negotiate with stakeholders of all levels</p> <p>Able to develop communication plans that effect behavioural change across an organisation.</p> <p>Excellent ability to motivate and influence at all levels.</p> <p>Excellent planning, administrative and organisational skills.</p> <p>Ability to organise work to meet</p>	<p>Microsoft Office standard applications</p> <p>Microsoft Project or equivalent</p> <p>Microsoft Visio or equivalent</p>	CV/Interview

	<p>deadlines</p> <p>Excellent written skills including report writing and analysis.</p> <p>Excellent interpersonal communication skills</p> <p>First class project management skills, able to identify and articulate business needs, secure stakeholder buy-in and support</p> <p>Supporting cultural change and embedding new processes and understanding across disparate teams.</p> <p>To relish detail with the ability to work on own initiative</p> <p>Ability to work to agreed timelines</p> <p>To work autonomously whilst ensuring stakeholders are well informed</p>		
<p>Knowledge</p>	<p>Operational process management and performance management</p> <p>Establishing and embedding performance measures and KPI's with internal and external suppliers.</p> <p>Project management and change management methodologies</p> <p>Office systems and</p>	<p>Understanding of the not-for-profit sector, and wider regulatory and legislative issues.</p> <p>Understanding and experience working with fundraising CRMs and data management.</p> <p>Business analysis, change and performance measurement methodologies.</p> <p>Comprehensive understanding of fundraising activities, policy</p>	<p>CV/Interview</p>

	procedures	and compliance. Gift Aid compliance.	
Qualifications, training and education	Educated O-Level or GCSE level.	Operations management Compliance and quality assurance. Qualification in project management eg Prince 2 Business analysis and performance management Change management.	CV/Interview
Experience	Proven experience effecting behavioural change within an organisation through training and communication. Experience working with Finance systems. Proven experience devising and producing effective management information reports. Proven experience in Gift Aid processing. Substantial project management experience involving multi-disciplinary teams. Experience in data analysis.	Income processing accountability. Data management. Experience working with CARE CRM.	CV/Interview

**Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities**

Title	Fundraising Operational Support Officer (Income Processing and Gift Aid)
Job Reference	XXX
Salary scale	Grade MCJES D
Salary	Salary from £23,440 to £26,044
Annual leave entitlement	25 days (excluding bank holidays)
Notice period	One Month
Working hours	35 hours per week

**Other benefits**

- Continued access to NHS Pension Scheme (subject to eligibility)
- Marie Curie Group Personal Pension Scheme
- Season ticket loan
- Loan schemes for bikes; computers and satellite navigation systems

Due to administration costs borne by the charity, we regret that only short-listed candidates will be contacted. If you have not heard from us within four weeks of the below closing date, please assume that your application has been unsuccessful.