



JOB DESCRIPTION

CHARITY ADMINISTRATOR

REPORTS TO: HEAD OF UHCW CHARITY

FULL OR PART TIME

SALARY RANGE: £20,000 - £24,000

JOB PURPOSE

To manage the administration of UHCW Charity, welcoming our supporters, donors and our visitors and acting as a positive ambassador for the Charity
To support the Head of Charity and the Charity Staff with administration and with fundraising events and activities

PRINCIPAL OBJECTIVES

- To manage the daily administration of UHCW Charity
- To keep all financial records, the supporter database and relevant documentation accurate and up to date
- To prepare reports on activities and financial donations for Charity Staff as requested
- To ensure that all donations are banked and donors are thanked promptly and in accordance with the Donor Management Strategy
- To process all Gift Aid claims monthly via the CRM database
- To reconcile all donations, including online donations, monthly in conjunction with the finance team
- To provide a welcoming and engaging entry point to UHCW Charity, both in person and via email /telephone
- To manage our active group of volunteers that provide regular administrative support to the Charity
- Support UHCW staff and volunteers as needed
- Help organise and promote charitable events
- To represent UHCW Charity at events
- Carry out any other duties commensurate with the general level of responsibility of the post

ESSENTIAL SKILLS

- Relevant experience of managing and developing an administration function, preferably gained in the charity sector
- Excellent organisational skills
- Exceptional attention to detail
- Experience of maintaining accurate and detailed financial records
- Experience of budget monitoring and management
- Excellent IT skills including ability to respond to new developments in IT
- Proficient in using social media (Facebook, Twitter, LinkedIn)
- Proven track-record of building strong working relationships with a wide range of people – internally and externally
- Excellent written and verbal communication skills
- Experience of working to tight deadlines and in a fast-changing environment

PERSONAL ATTRIBUTES

- Friendly and positive, a people person
- Confident and capable of multi-tasking in a busy working environment

- Ability to travel independently within the area of work
- Self-determination and drive, able to work on own initiative
- Flexible and able to work individually as well as part of a team
- Good relationship builder
- Commitment to equal opportunities and diversity
- An understanding of the NHS would be desirable
- There is a need for flexibility in the role, including working evenings and weekends occasionally
- An enhanced DBS check will be required before the appointment can be confirmed

DATABASE - HARLEQUIN

- Input all financial and donor information on the CRM database on a daily basis
- Maintain accurate and up-to-date records of contacts, including donors and supporters
- Keep up to date with all updates and legal requirements of the CRM system

RELATIONSHIPS

- Work to build good relationships with supporters, UHCW staff and the Charity team and provide an excellent level of service
- Establish and maintain high quality relationships across the depth and breadth of the hospitals and Coventry and Warwickshire Partnership Trust

OTHER

- A willingness to travel and work flexibly in line with requirements
- Operate within Charity Law, GDPR, PECR and the Fundraising Regulator

GENERAL

- In this role, the post holder will be required to adhere to all UHCW Charity policies including Equality and Diversity, Safeguarding, and Health and Safety
- Work flexibly and undertake activities as the role requires and as instructed by the Head of UHCW Charity