



Stewardship & Administration Assistant

Job Description & Person Specification

JOB TITLE:	Stewardship & Administration Assistant
SALARY:	£21,000
HOURS:	37.5 hours
RESPONSIBLE TO:	Charity Chief Executive
ACCOUNTABLE TO:	Office Manager
LOCATION:	Queen Elizabeth Hospital Birmingham

KEY WORKING RELATIONSHIPS

Internal: Office Manager, Stewardship Team, Grants Team, Fundraising Team, Communications Team, Operations Team, Director of Fundraising, Charity Finance Team, Charity Chief Executive

Chairman and Board of Trustees, NHS Trust Communications Department, NHS Trust Executive Management Team

Consultants, Nursing staff, Clinical staff, Royal Centre for Defence Medicine staff, Medical Secretaries, Administrative Staff

External: Fundraisers, donors, supporters, volunteers, corporate sector, community groups, events management, NHS Charities Together, BBC, ITV, national and local media outlets

JOB SUMMARY

This is a full time post providing administrative and stewardship support at University Hospitals Birmingham Charity ('UHB Charity'), the official NHS Charity for the four hospitals of University Hospitals Birmingham NHS Foundation Trust - Queen Elizabeth Hospital Birmingham, Heartlands Hospital, Good Hope Hospital and Solihull Hospital.

UHB Charity is dedicated to improving the experience of patients, their families and the staff who care for them.

The Charity raises funds to support patients of the four hospitals by providing new and innovative equipment, funding research and supporting patient and family welfare projects.

The Queen Elizabeth Hospital Birmingham in particular has a world class reputation, and specialises in cancer treatment, organ transplantations and trauma care. It is also home of the Royal Centre for Defence Medicine, where the UK's military patients are treated.

Heartlands Hospital has a specialist neo-natal unit and very busy children's and maternity units.

Good Hope Hospital and Solihull Hospital serve the towns of Sutton Coldfield and Solihull.

This post is based at Queen Elizabeth Hospital Birmingham.

The Stewardship & Administration Assistant will work closely with other members of the hospital charity, in particular the Office Manager and Stewardship Officer, providing administrative and stewardship support across the four hospitals and the Charity overall.

Working as part of a team the post holder will have specific responsibility for accurate data inputting of donations onto our Raisers Edge database, Gift Aid claims, and correspondence with donors and fundraisers by letter, email and over the telephone.

The post holder will also support events put on by the charity and its supporters, and will have the opportunity to learn about stewardship, fundraising and events. This role can involve evening and weekend work at charity events, but with the majority of work being carried out Monday to Friday in standard office hours.

This role would suit someone looking to gain experience working within a hospital charity, within fundraising, stewardship, or administration.

PRINCIPAL DUTIES

- Providing stewardship and administrative support to the fundraising team with specific responsibility for accurate data inputting of donations, fundraising, Gift Aid claims and correspondence both written and verbal with donors and fundraisers.
- Being the first point of contact via telephone and email to fundraisers, donors and hospital staff, dealing with queries, accurately taking messages and sign posting where necessary.
- Accurately processing online payments and maintaining records.
- Assisting with the administration of the Charity lottery, including running of the weekly draw and sending out cheques to the winners in a timely manner.
- Typing and processing of correspondence, reports and other documents as requested with packages to include Microsoft Office i.e. Word, Excel Outlook, Access and PowerPoint, and our donor database.
- Photocopying, scanning and other administrative duties as required.
- Dealing with incoming and out-going post, ensuring that it is dealt with effectively, efficiently and promptly.
- Collecting donations from across the hospital and meeting donors and fundraisers who come to the hospital.
- Banking donations at the Cashiers office and/or Barclays Bank and issuing receipts.

- Supporting fundraising events put on by the charity and its supporters.
- Managing and prioritising unpredictable and frequently interrupted busy workload.
- To work with and deliver clear objectives and key performance indicators.
- To proactively contribute to the achievement of targets and the ongoing fundraising success of the Charity as a whole and to be a supportive, effective and collegiate team member.

COMMUNICATION

- Relaying accurate and timely information to the Charity team, the Charity Chief Executive and Charity Trustees on a regular basis. Communicating with clinical and non clinical staff within the hospital. Communicating with donors and fundraisers.
- Dealing with enquiries from the general public, disseminating information and ensuring that the appropriate action is taken, whilst maintaining the Charity's policies and procedures.

ORGANISATIONAL RESPONSIBILITIES

- Maintaining donor management systems. Accurate data inputting of donations, fundraising, Gift Aid declarations, lottery payments, thank you letters and general archiving, production and upkeep of databases.
- Recording fundraising activity for other members of the team, including amounts raised and events attended.
- Monitoring and managing stock levels of fundraising materials.

PROFESSIONAL RESPONSIBILITIES

- Ability to present oneself in a professional manner as a representative of the hospital and the charity.
- To maintain confidentiality in all aspects of duty including fundraiser and donor data.
- To assist in maintaining accurate records and to complete and return as requested statistical data.
- To maintain an accurate effective database, recording essential information and providing statistical data in accordance with guidelines and policy using Raiser's Edge, Microsoft Office, Word and Access.

MISCELLANEOUS

- To represent the Charity in a variety of different contexts and to a variety of different audiences.
- To ensure that a positive image of the hospital and the Charity is projected at all times.
- To hold a flexible approach to working hours (the role will require the post holder to work evenings and weekends as necessary).

- To hold a flexible approach to work when asked to take on other fundraising or admin duties when the team needs to cover holidays, or at times of workload pressure.
- To adopt a supportive and collegiate approach when working with the fundraising team and other colleagues within the hospital.

The Stewardship & Administration Assistant will also carry out other projects and duties as directed by the Office Manager and Charity Chief Executive.

NOTES:

This is not intended to be an exhaustive list of responsibilities but more an outline framework against which the post holder will be given flexibility to define the detail. Any changes will be the subject of consultation with the post holder.

All employees must adhere to and perpetuate Charity Policies and Procedures relating to:

- Health and Safety
- No Smoking at Work
- Equal Opportunities in Employment, including responsibilities under the Disability Discrimination Act.

Your attention is drawn to the confidential nature of information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1984.

Please note that employees are employed directly by the Charity and not the NHS.

Employees of the Charity are eligible to join a defined contribution pension scheme, to which the Charity will contribute 8% of an employee's annual salary in addition to employee contributions.

Employees of the Charity are eligible for company sickness and maternity pay.

Employees of the Charity receive 27 days holiday per year in addition to bank holidays, with extra holiday entitlement after five years service.

The charity proactively encourages learning and development and all employees have a budget to undertake internal and external training as part of their annual appraisal process. We encourage staff to cycle to work and have shower and secure bike facilities available. Charity staff are also eligible for a number of retail and service discounts for NHS staff.

Competence	Essential	Method of Assessment
Skills/Knowledge/Ability	Excellent written skills with first class spelling	Application/Interview
	Use of Microsoft Office including Word, Excel, Access, Outlook, PowerPoint, along with other software packages	Application/Interview
	Ability to produce accurately typed and photocopied documents efficiently and to high standard	Application/Interview
	Ability to ensure accurate data inputting with a high attention to detail	Application/Interview
	Clear and polite telephone manner	Application/Interview
	Ability to work independently and under pressure, prioritising work to meet deadlines	Application/Interview
	Ability to deal with heavy, unpredictable workloads	Application/Interview
	Ability to set up and maintain organisational systems and follow processes	Application/Interview
	Ability to work flexibly to meet the needs of the charity	Application/Interview
	Problem solving	Application/Interview
	Record keeping	Application/Interview
	Ability to use own initiative and work unsupervised	Application/Interview
	Non-judgemental attitude	Application/Interview
	Accepts responsibility for own decisions	Application/Interview
	Ability to represent the Charity at events and functions	Application/Interview
Good interpersonal skills and ability to influence people at all levels	Application/Interview	
Understanding and respect for the importance of patient confidentiality	Application/Interview	

	Desirable Understanding of the NHS and wider health and patient issues	Application/Interview
Additional Information	A team player with a flexible approach. Available to work out of hours if required. Desirable Car driver	Application/Interview Application/Interview Application/Interview