



Stewardship Assistant

Job Description & Person Specification

JOB TITLE:	Stewardship Assistant
SALARY:	£19,000
HOURS:	37.5 hours
RESPONSIBLE TO:	Charity Chief Executive
ACCOUNTABLE TO:	Office Manager
LOCATION:	Will include some home working and office working, mainly based at Queen Elizabeth Hospital Birmingham but with occasional working at Heartlands Hospital, Good Hope Hospital or Solihull Hospital as suits the job holder and line manager

KEY WORKING RELATIONSHIPS

Internal:	Office Manager, Stewardship Team, Grants Team, Fundraising Team, Communications Team, Operations Team, Director of Fundraising, 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.

Whilst mainly being based at Queen Elizabeth Hospital Birmingham, the post offers some flexibility for working from home and the opportunity to work across other sites.

The Stewardship 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 and as such is subject to a 7 day working week contract, 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, either within fundraising, stewardship, administration or wider.

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.
- Supporting fundraising events put on by the charity and its supporters.
- Accurately processing online payments and maintaining records.
- 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 donor database Raiser's Edge.
- 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.
- 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 fundraising 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 Raiser's Edge donor management system. Accurate data inputting of donations, fundraising, Gift Aid declarations, 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 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 do not have access to the NHS Pension Scheme, or to the enhanced maternity, paternity and sickness pay schemes that operate within the NHS.

Employees of the Charity are eligible to join a defined contribution pension scheme, to which the Charity will contribute 5% of an employee's annual salary in addition to employee contributions.

Employees of the Charity are eligible for statutory maternity, paternity and sickness pay.

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. Charity staff are also eligible for a number of retail and service discounts for NHS staff.

Stewardship Assistant

Person Specification

Competence	Essential	Method of Assessment
Education and qualifications	GCSE English Language or equivalent	Application
	GCSE Mathematics or equivalent	Application
	ECDL plus 2 years experience of using Microsoft Office or equivalent	Application
	Desirable	Application
	RSA II Typing or equivalent standard – advanced keyboard skills	
	Educated to degree level or equivalent	Application
Experience	Experience of administration in an office based environment	Application/Interview
	Working on own initiative	Application/Interview
	Desirable	Application/Interview
	Previous experience of working with senior staff	Application/Interview
	Experience of working with donors and fundraisers	Application/Interview
	Experience in events management	Application/Interview
	Experience in meeting planning and minute taking	
	Raiser's Edge donor database experience	Application/Interview
	Experience in fundraising and/or events management gained in a charitable environment	Application/Interview
	Experience of working and consulting with patients and/or the public	Application/Interview
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	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	Application/Interview
	Ability to work flexibly to meet the needs of the charity	Application/Interview
	Problem solving	Application/Interview
	Record keeping	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.	Application/Interview
	Available to work out of hours if required.	Application/Interview
	Desirable	
	Car driver	Application/Interview