

Thank you for your interest in the role of Donor Care Officer with Above and Beyond, University Hospitals Bristol's Charity. Within this information you will find:

- Background information about Above and Beyond and the role
- Job Description
- Person Specification

You can find out more about the work of the Charity and can download a copy of our Annual Report by visiting www.aboveandbeyond.org.uk.

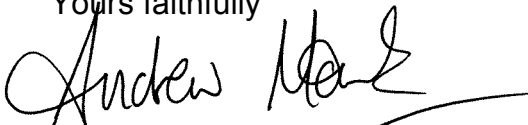
If you would like to apply for this post please note that the closing date for the receipt of applications is Monday 20 September. To apply please send a copy of your CV along with a covering letter which addresses the following points:

1. What interests you about this job
2. How your skills, knowledge and experience match the person specification
3. Your current role, a description of duties and current salary
4. Your sickness record for the last two years
5. The names, addresses and relationship of two referees [no references will be taken up without your prior consent]

Should you have any questions or would like an informal discussion about this role then please contact me on 0117 9277120.

Thank you for your interest in Above and Beyond.

Yours faithfully



Andrew Monk
Director of Fundraising & Marketing

Above and Beyond – University Hospitals Bristol’s Charity

Background

Above and Beyond is the official charity for University Hospitals Bristol NHS Foundation Trust (UH Bristol). It supports projects which make a real difference to patients cared for within:

- Bristol Royal Infirmary
- Bristol Haematology and Oncology Centre
- Bristol Royal Hospital for Children
- Bristol Eye Hospital
- Bristol Heart Institute
- St Michael’s Hospital
- Bristol General Hospital
- Bristol Dental Hospital
- Bristol Homeopathic Hospital

UH Bristol provides local, regional, supra-regional and national levels of care with a range of specialities. Its most prestigious specialities include paediatric services (particularly bone marrow transplant and cardiac care); adult cardiac care; haematology, oncology and radiotherapy provider for the greater Bristol region; adult bone marrow transplant; and fetal and neonatal care. As well as these areas, UH Bristol provides a full range of services for the local and regional population.

The projects supported by the charity fall into the following broad categories:

- Supporting UH Bristol to develop gold standard care and services
- Making the environment for patients more comfortable and relaxing (e.g. provision of arts programmes; providing visitor/parents accommodation; provision of extra facilities)
- Funding state of the art equipment
- Funding research
- Supporting staff health, wellbeing and development

Fundraising within Above and Beyond

The Charity set up its first fundraising department in 2005, and this focused on coordination and development of community fundraising activities. There are a diverse range of people who are grateful for the care they, or a family member or friend has received within the hospitals and as such want to do something to say ‘thank you’.

To date all of the fundraising activity has focused on community type activities with a broad range of events which have aimed to engage people with the cause. There has been some small success in other areas of fundraising through specific appeals.

Our Appeals

The Heart of Bristol Appeal was launched in September 2007 and has raised to date a total of £865,000 for the new Bristol Heart Institute. This money was used to enhance the facilities within the new building and included an award winning community arts programme, facilities for visitors and patients, advanced monitoring equipment and groundbreaking audiovisual equipment in the labs and theatres allowing the Institute to share its world-leading knowledge with colleagues and students around the world.

The CaRE Appeal (Chemotherapy and Radiotherapy Environment Appeal) was launched in September 2009 and aims to raise £1.6million to support the transformation of the Bristol Haematology and Oncology Centre. This will include a completely redesigned front entrance and reception area, new information and counselling centres, expanded outpatient facilities and an integrated arts programme. This is the appeal which the team is currently working on and the target is to raise the money needed by December 2010.

Future Plans

Plans are currently being developed for a major refurbishment of the Bristol Royal Infirmary with the creation of a new front entrance and a new eight storey ward block. Work is also planned to expand Bristol Royal Hospital for Children to accommodate the burns, neurosciences and plastics services from Frenchay Hospital (part of the separate North Bristol NHS Trust) when it is downgraded to a community facility in 2014. It is Above and Beyond's ambition to play a major role in this redevelopment and to launch an appeal sometime in 2011 to raise in the region of £5million to make what is already set to be a fantastic project even better.

To discuss any aspect of this background information or if you have any questions about the role please contact **Andrew Monk** on telephone **0117 9277120** or email andrew.monk@aboveandbeyond.org.uk.



Donor Care Officer

Job Description

Hours:	Full Time (37hours per week)
Salary Package:	£18,500 plus membership of NHS Superannuation Scheme
Location:	Central Bristol
Responsible to:	Community Fundraising Manager

Job Summary

The post holder will manage all aspects of donor administration, including the processing of gifts and ensuring that every donor receives an exemplary level of care and attention. They will also ensure that income is recorded accurately and promptly, working to manage and segment the information recorded on the charity's database allowing colleagues to deliver focused and effective marketing campaigns.

Additionally to this, the Donor Care Officer will provide administrative support to the fundraising team and will act as the Charity's 'front of house' service welcoming visitors and managing the switchboard.

Main Duties/Responsibilities

Database Management

- To oversee the input of new information onto the Raisers' Edge database, ensuring maximum information is recorded about each constituent and is recorded in a standardised form in line with the Charity's data strategy
- To help to identify and implement segmentation of constituents to record common interests or groups who could be communicated with or targeted in a particular way
- To assist members of the fundraising team in running queries and accessing information from the database to include any potential mailings

Processing of Gifts

- To process all income received by the charity, implementing exemplary standards of record keeping as part of the Raisers' Edge database accurately recording the relevant information for each gift
- To follow up income received via the hospitals to ensure that all necessary information is received and recorded
- To be the Charity's lead person in the recording, promotion and processing of Gift Aid, working with the Finance Team to submit quarterly returns to the Inland Revenue

- To be the Charity's lead person in the processing of gifts received via the Just Giving website, ensuring information is uploaded to the other databases in a timely manner and that any opportunities for donor development are highlighted
- To act as the link between the fundraising and finance department, ensuring there is a consistency of information across the Raisers' Edge and Trojan financial database

Donor Relationship Management

- To act as the Charity's first point of call for anybody enquiring about making a donation and to build effective relationships to maximise their support
- To ensure that every donor receives an exemplary level of care and thanks for their support whether that be sent by the Donor Care Officer or from the most appropriate member of the fundraising team
- To nurture effective relationships with donors, ensuring that any expressed wishes in terms of mailings, contact or interests are recorded to allow the charity to build long term relationships with supporters

Administrative Support

- To provide administrative support to the fundraising team and where requested the Director of Fundraising and Marketing, to assist with such tasks as the sending out of raffle tickets, mailings, recording of information or any other such duties which are required for the smooth running of the department
- To act as the charity's 'front of house' service, demonstrating the charity's values in helping visitors to the Abbot's House
- To manage the reception duties for calls processed through the main switchboard

General information:

Job descriptions

All job descriptions are subject to review. Job holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. Any review will be undertaken by the line manager, in consultation with the post holder.

Health and safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- a) take reasonable care of themselves and for others at work
- b) to co-operate with the Charity as far as is necessary to enable them to carry out their legal duty
- c) not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.



Donor Care Officer

Person Specification

Qualifications/Training

- Good standard of education with strong English and Maths skills

Experience

- Experience of administration within a busy office, ideally in a fundraising or marketing environment
- Experience of customer services including telephone call handling and written communications
- Experience of working with databases including administration and management of information

Skills/Abilities/Knowledge

- Knowledge of a fundraising or marketing environment
- Knowledge of the healthcare environment [*desirable*]
- Confident, effective and sensitive communicator able to build effective relationships with a range of people
- Excellent interpersonal and communication skills – written and oral
- A team player who enjoys working with colleagues
- IT Literate, with an excellent working knowledge of Microsoft Office
- Experience of the Raiser's Edge or similar Customer Relationship Management database [*desirable*]
- Ability to grasp concepts quickly and to apply knowledge to practical scenarios effectively
- Ability to work under pressure and to prioritise work effectively
- Strong problem solving skills with an ability to interpret complex issues
- An excellent attention to detail

Aptitudes

- Initiative and motivation to achieve agreed objectives
- Enjoyment of communicating with a range of people and an interest in building relationships

September 2010