

## SINGLE CORPORATE SERVICES

### Charity

<b>Job title:</b>	Charity Administrator	<b>To be completed by HR</b>  <i>Job Reference Number</i>
<b>Reporting to:</b>	Head of Charity	
<b>Accountable to:</b>	Head of Charity	
<b>Pay Band:</b>	3 £25,760-£27,476 Full time	

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

#### Job purpose

The postholder will manage the administration of the Portsmouth Hospitals Charity as well as provide some administration support to the Isle of Wight NHS Trust Charity as they seek to grow their activity.

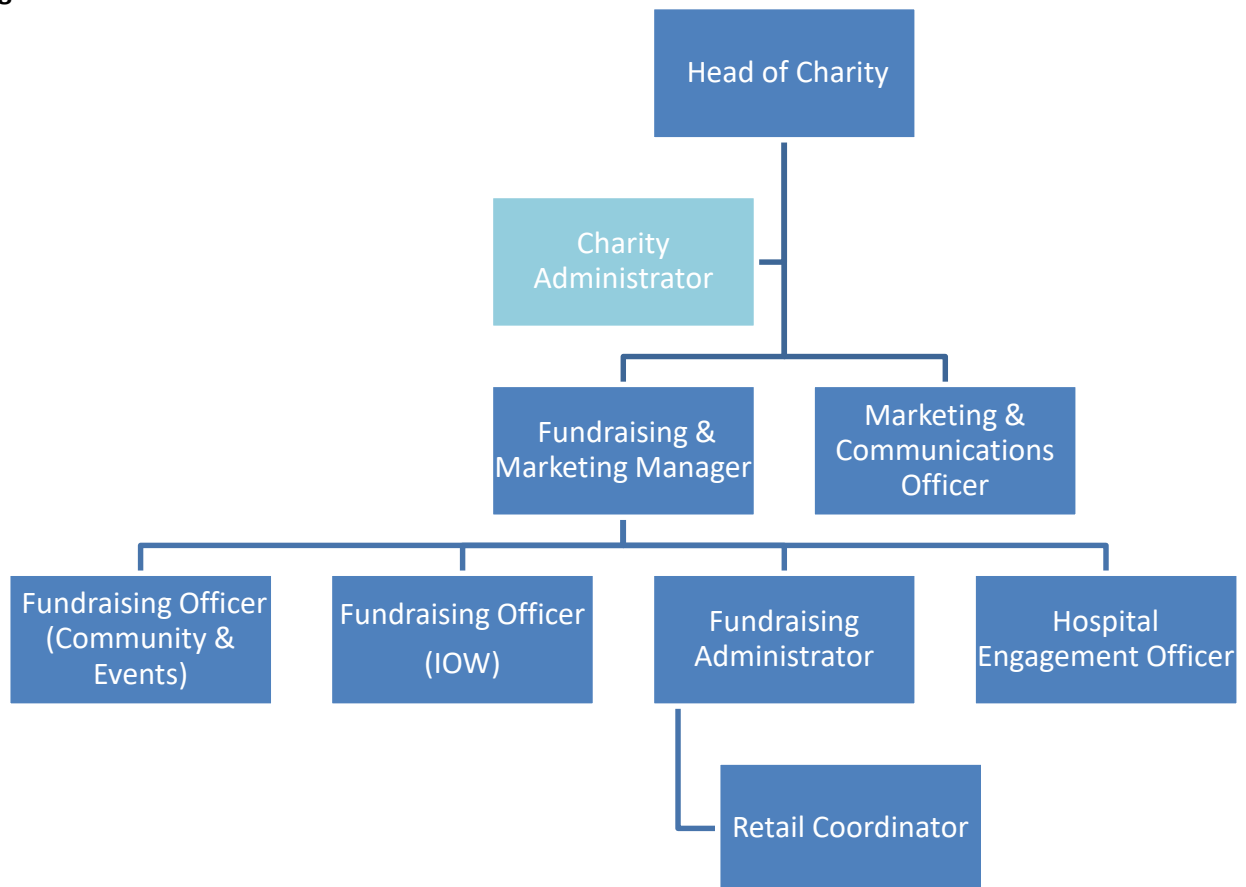
The post holder will be a highly organised individual, able to work with the rest of the Charity team to help deliver our exciting growth plans.

#### Job summary

The Charity Administrator will be a motivated and organised individual. They will be responsible for;

- Managing the charity office on a daily basis. Responding to all telephone calls both internally and externally and visitors who may be staff and patients.
- Supporting some charity administration for the Isle of Wight NHS Trust Charity (IoW), including marketing, fundraising and supporter care.
- Supporting the fundraising, marketing, finance and grants administration across Portsmouth Hospitals Charity.

## Organisational Chart



## Specific Core Functions

### *Corporate Responsibilities*

- The Charity Administrator will manage the day to day running of the Portsmouth Hospitals Charity office and provide some support to the Isle of Wight NHS Trust Charity
- Work with the Head of Charity to agree operational and personal objectives and performance targets which focus on the delivery of the charity administration function

### *Functional Responsibilities*

#### **Finance & Administration Support**

- Oversee and manage the financial processes: opening and logging post, counting and reconciling cash and cheques, inputting offline and online income and consent onto the database, running bank reports, managing petty cash claims; ensuring safety of money at all times.
- Administer 'Much Loved' pages by sending email correspondence, sending tributes and thank you, and adding donors to the database.
- Liaise with staff to inform them of any donations received for their ward or department, forwarding on any letters/ notes of appreciation for that ward/ department. Monitor expenditure as per donors wishes.

- Reconcile the staff lottery and thank you funds on a monthly basis

### **Grants Administration**

- Be the first point of contact on grant requests
- Log all incoming grants requests, arrange approval and send back to the end user for grants under £5k
- For grants exceeding £5k support the Head of Charity in preparing all the relevant information for the Charity Assurance Committee
- Ensure we have a record of all charitable small works requests with all actions and timeframes clearly documented
- Support the raising of requisitions via Oracle (finance database)
- Run basic queries on Oracle for fundholders and respond to transactions/balance updates if requested.
- Help with queries from fundholders and support the formation of an FAQ document and template responses.
- Provide quarterly reports to fund holders on their balances & ensure the authorised signatories are kept up to date

### **Fundraising and Marketing Support**

- Maintain the charity database ensuring the effective and efficient use, making sure that all information and communication is logged and coded correctly.
- Support the Fundraising Administrator when necessary to keep all records up to date and issuing all supporters with 'Thank You' letters on receipt of donations.
- Support the distribution of marketing materials, including posters and leaflets.
- Manage the Collection Box Scheme which includes issuing and arranging collection of the tins and money spinners in the hospital and wider community.
- Be responsible for working with and organising the distribution of items for staff or patients across the hospital, for example, Easter Eggs and Christmas presents.
- Ensure charity merchandise is stocked and distributed accordingly, whilst maintaining regular stock control.

### **Charity Shop Support**

- Responsible for daily cashing up, ensuring monies are banked with cashiers and a float is ready for the next day
- Act as a first point of contact for the shop volunteers on a daily basis
- Work with volunteer services to recruit new volunteers
- Co-ordinate volunteers for the pop-up shop to cover every day.
- Support with regular reporting and income analyse of shop sales
- Order new goods and fleeces for the shop as and when needed and do monthly stock takes.
- Act as a back up to cover the Charity shop if volunteers aren't available.

### **Support to the Isle of Wight NHS Trust Charity**

- Maintain a charity database, making sure that all information and communication is logged and coded correctly. Keep all records up to date and issue all supporters with 'Thank You' letters on receipt of donations.
- Support the distribution of marketing materials, including posters and leaflets.

- Manage the ordering of fleeces, collateral and marketing materials and other items needed for the charity.
- Make sure all donations on the Enthuse and Just giving Platforms that opt in are added to the database

### **Office Management**

- Daily office administration including answering the phone and greeting visitors
- Management of the overall roster for the team, ensuring all holiday, annual leave and sickness is recorded correctly.
- Support in new starter set ups, including ordering of equipment and access to IT/security badges
- Arrange meetings and meeting rooms where required for the Head of Charity, and other team members as appropriate
- Arrange team travel and bookings where necessary
- Order and manage budget for day-to-day stationery and event supplies for the team
- Take minutes at the monthly Charity Assurance Committees in Common (Assurance Committee for both Charities)

Post holder will also carry out such other tasks as are required to meet the aims and objectives of the Portsmouth Hospitals Strategy, which are commensurate with the grade of the post.

## **Key Responsibilities**

### ***Communication and Working Relationships***

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;
  - (a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
  - (b) providing and receiving complex or sensitive information,
  - (c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

### ***Analytical and Judgement***

- Judgements involving straightforward job-related facts or situations.

### ***Planning and organising***

- The post holder organises own day-to-day work tasks or activities.

### ***Physical Skills***

- The post has minimal demand for work related physical skills.

### ***Patient Client Care***

- Assists patients/clients/relatives during incidental contacts.

### ***Policy and Service Development***

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

### ***Financial Management***

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

### ***Management/Leadership***

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

### ***Information Resources***

- The post holder will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems,

### ***Freedom to Act***

- Generally, works with supervision close by and within well established procedures and/or practices and has standards and results to be achieved.

**Physical effort**

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

**Mental effort**

- General awareness and sensory attention; normal care and attention; an occasional requirement for concentration where the work pattern is predictable with few competing demands for attention.

**Emotional Effort**

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

**Working conditions**

- Exposure to unpleasant working conditions or hazards is rare.

**Person Specification**

Criteria	Essential	Desirable	How criteria will be assessed
<b>Qualifications</b>	5 GCSE's C and above or equivalent		
<b>Experience</b>	Minimum of 1 year administration experience  Working knowledge of office procedures.  Ability to work effectively without supervision and the ability to priorities own workload.	Experience of working in a supporter/customer facing role	
<b>Knowledge</b>	Excellent knowledge of Microsoft Word, Excel and Outlook.		

### **Compliance statement to expected organisational standards.**

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004, Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.

- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults' policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.