



Bicton Heath, Shrewsbury, SY3 8HS

Re : Supporter Care and Administrative Assistant- Telford

This application pack contains the following information regarding the above-mentioned post:

- 1. Job Description and Person Specification**
- 2. Information to Candidates**
- 3. Equal Opportunities Monitoring Form**

Having read the enclosed information, your completed application form should be returned to me at the address above, to arrive no later than **5th July**.

We will respond to all unsuccessful applications within 4 weeks of the closing date via email (if you have provided an e-mail address on your application form).

Thank you for the interest you have shown in this post.

Yours sincerely

Gaynor Lewis
HR Manager

Severn Hospice

Supporter Care and Administrative Assistant- Telford INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

1. MEDICAL

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

2. REFERENCES

No formal offer of employment will be made until we have received satisfactory references.

3. DISCLOSURE

Not applicable

4. PROBATIONARY PERIOD

Your appointment will initially be for a probationary period of up to 6 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

5. SALARY

The salary for this post is **£22,000 per annum**.

Salaries are paid monthly by credit transfer to a bank or building society account.

6. HOURS OF WORK

37 ½ hours per week including some evenings and weekends

7. HOLIDAY

Full time holiday entitlement is 262 ½ hours holiday per year (including public holidays).

8. NOTICE

During your probationary service the period of notice to terminate your employment is one week by either party.

Severn Hospice Equality and Diversity Statement

Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an "unspent" conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any "unspent" convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become "spent" (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including "spent" convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service's Code of Practice for Registered Persons and other recipients of DBS information.

A copy of the Hospice's Equality and Diversity Policy is available upon request.

EQUALITY AND DIVERSITY MONITORING FORM

Severn Hospice wants to meet the aims and commitments set out in its Equality and Diversity Policy. To assist the Hospice in meeting this aim, we need to monitor the equality and diversity profile of the workforce. We also need to ensure that we fully comply with the Equality Act 2010. The Act sets out 9 'protected characteristics' – age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

This form is voluntary and will not be used as part of the selection process nor will it be seen by anybody who is interviewing you. The information collected is only used for monitoring purposes in an anonymised format to assist the organisation in analysing the profile and make up of individuals who apply, are shortlisted and appointed to each vacancy. Should you not wish to complete this form your application will not be prejudiced in any way.

Please can you complete the form and mark the box with an 'x', where applicable. Please place in a sealed envelope separate to our application form.

First Name:		Surname:	
Date of Birth:		Position applied for:	

Are you married or in a civil partnership?

Yes		No		Prefer not to say	
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ETHNICITY

White	British	
	Irish	
	Gypsy or Irish Traveller	
	Any other White background (please specify)	
Mixed/ Multiple Ethnic Groups	White and Black Caribbean	
	White and Black African	
	White and Asian	
	Any other Mixed/multiple ethnic background (please specify)	
Asian or Asian British	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Any other Asian background (please specify)	
Black/African/Caribbean/Black British	African	
	Caribbean	
	Any other Black background (please specify)	
Other Ethnic Groups	Arab	
	Japanese	
	Any other ethnic group (please specify)	
Prefer not to say		

AGE

Under 16		35-39		55-59	
16-24		40-44		60-64	
25-29		45-49		65+	
30-34		50-54		Prefer not to	

RELIGION AND BELIEF

Buddhist		Jewish	
Christian		Sikh	
Hindu		No religion or belief	
Muslim		Prefer not to say	

GENDER

Male		Female		Transgender		
					Prefer not to say	

SEXUAL ORIENTATION

Heterosexual		Lesbian		Gay		Bisexual			
								Prefer not to say	

DISABILITY

A disabled person is defined in the Equality Act 2010 as someone with a physical or mental impairment that has a substantial and long-term impact on their ability to carry out day to day activities. Examples are: mobility, manual dexterity, speech, hearing, seeing and memory.

The definition also covers HIV, Multiple Sclerosis and Cancer from the time of diagnosis, and progressive conditions from the point at which they have an impact on day to day activities.

The Hospice will consider making such adjustments as are reasonable in compliance with the Equality Act 2010.

Having read this do you consider yourself to be covered by the definition?

Physical Impairment	Yes		No		Prefer not to say	
Mental Impairment	Yes		No		Prefer not to say	

DECLARATION

The information you provide on this form will be used in anonymised form for the Hospice to internally record and monitor its progress against a number of indicators of workforce equality.

I agree to the use of my personal information as explained above

Signature:	Date:
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SUPPORTER CARE AND ADMINISTRATIVE ASSISTANT

Job description and person specification

Post title	Supporter Care and Administrative Assistant
Directorate	Income Generation
Salary	£22,000
Location	Primarily based at our Telford hospice with some travel between hospice sites and out in the local area
Hours	Full time, including some evenings and weekends
Role reports to	Associate Director - Fundraising
Management duties	None

Purpose of the post:

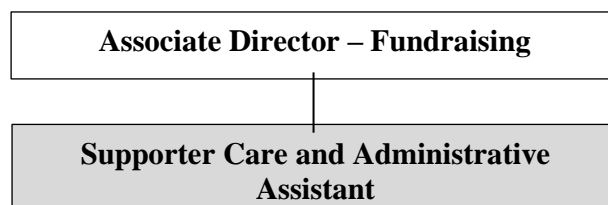
A key member of the Fundraising team, the Supporter Care and Administrative Assistant has a central role to play in our supporter care. You will be the first point of contact for our supporters and members of the public who are interested in fundraising for Severn Hospice.

We are looking for a proactive, outgoing people-person who is passionate about providing excellent customer service and who can also focus on detailed, accuracy-driven tasks.

An important part of the role is providing efficient administrative support to the Fundraising team, including coding donations, cash handling, inputting information onto our supporter database, and accurately recording/conveying information and messages.

The job demands an eye for detail, efficiency, and exceptional communication skills.

Position within the Income Generation team:



Principal responsibilities:

- Work with colleagues in the Fundraising team to deliver a positive and effective supporter experience of Severn Hospice.
- Provide administrative support to the Associate Director – Fundraising, Area Fundraisers and other members of the team as required.

- Act as a triage service for all incoming enquiries (phone, email, in person) professionally and courteously, escalating and passing on messages to colleagues accordingly and in a timely manner to ensure a smooth experience for supporters.
- Open, sort, and distribute post and monitor all shared fundraising inboxes.
- Accept donations in person from supporters, responding with warmth, understanding and tact to situations of a sensitive nature and/or those involving vulnerable people.
- Provide support and basic training on accepting donations to colleagues on our wards and receptions.
- Accurately code all donations received on site.
- Acknowledge all donations received ensuring all data is accurate and donors are thanked in the most appropriate manner, liaising with Finance and members of the Fundraising team as necessary.
- Prepare and distribute fundraising materials e.g. packs, posters, banners, buckets, raffle tickets, merchandise, sponsor forms, collection boxes etc as and when required by colleagues.
- Oversee the safe internal transport of donations to the Finance team at our Shrewsbury site on a daily basis, including emptying and coding donations from the ward safe and on site collection boxes at Apley.
- Maintain and code all JustGiving and Virgin Money Giving pages accurately and in a timely manner, sharing information on new pages created with relevant members of the Fundraising team.
- Update and maintain records contemporaneously on ThankQ database in line with procedures set out by the Donor Development Manager.
- Manage stationery orders for the Fundraising team, maintaining adequate stock levels, and oversee the maintenance of the office photocopier.
- Source quotes on behalf of the Fundraising team for a variety of materials and resources, working towards securing the best price for the hospice.
- Oversee the license the hospice holds for organising raffles and submit returns to the local authority.
- Provide support to the Associate Director – Fundraising when required, including booking meetings, taking accurate minutes, producing simple reports from our database.
- Be an active member of Fundraising team, contributing to team discussions and innovation sessions as well as providing occasional out of hours support when needed.
- Provide support to, and cover for, other members of the Fundraising team as and when required, always working effectively as a team.

- Actively contribute to a culture of innovation, resourcefulness and best practice
- Work alongside volunteers within Fundraising as and when required.
- Ensure all regulatory and legal requirements and best practice are followed at all times.
- Report any complaints received to the Associate Director – Fundraising in a timely manner.

This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible. There is a mutual obligation to modify the description when changes in the work situation occur.

Supplementary information

All new hospice employees are on a six-month probationary period.

In accordance with Severn Hospice’s Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

All employees are required to participate in the hospice’s appraisal process.

Person specification:

The candidate must demonstrate, with examples and evidence, that they meet the criteria outlined below.

	Essential	Desirable
Qualifications / Training	<ul style="list-style-type: none"> • Good level of education – minimum GCSE standard or equivalent • GCSEs in Maths and English 	
Experience and Abilities	<ul style="list-style-type: none"> • Experience of delivering high quality customer or supporter care • Relevant and demonstrable experience of administration in an office setting • Ability to work independently and as part of a team • Experience of using databases to record accurate and up to date information • Ability to motivate oneself to complete repetitive tasks • Cash handling 	<ul style="list-style-type: none"> • Experience of working in the charity sector • Experience of working with volunteers • Experience of ThankQ CRM database • Experience of interacting with the recently bereaved

	<ul style="list-style-type: none"> • Experience of composing letters 	
Skills & Knowledge	<ul style="list-style-type: none"> • Knowledge and understanding of data protection and the ability to work with sensitive and confidential information • Proficient IT skills including MS Office • Exceptionally organised with excellent time management and ability to work to deadlines • Excellent written and spoken English with a confident and professional manner on the phone and in person • Multi-tasking • Conscientious and meticulous approach to accurate and timely record keeping • Accuracy and attention to detail 	<ul style="list-style-type: none"> • Understanding of the work of Severn Hospice • Knowledge of the Severn Hospice catchment area • Knowledge of fundraising legislation and relevant codes of practice • Knowledge of fundraising
Personal Qualities, Aptitudes and Attributes	<ul style="list-style-type: none"> • Passion and empathy for the cause • Personal and sensitive manner in dealing with the public, taking into consideration the possibility of handling distressed individuals • Commitment to accuracy, efficiency and high standards of supporter service • Committed to building good relationships, with staff, volunteers and supporters • A proactive people person with a 'can-do' attitude • A team player • Friendly and approachable • Excellent telephone manner • Practical, flexible and calm under pressure • Professional attitude and appearance at all times 	<ul style="list-style-type: none"> • Good sense of humor • Creativity

Other requirements	<ul style="list-style-type: none">• Willingness to occasionally work outside agreed hours• Willingness to train and learn new skills• Driving license and own car	
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February 2021