

Supporter Care Administrator

Reports to Head Of Finance

£24,000 - £26,000 FTE

30 hrs (must include a Friday)

Northampton Office

About Cynthia Spencer

Cynthia Spencer Hospice provides specialist palliative and end-of-life care for people living with life-limiting illnesses across West Northamptonshire, as well as vital support for their families. Cynthia Spencer Hospice Charity works alongside the Hospice to raise the additional funds needed to help sustain and develop these essential services. We are on an ambitious journey to grow our income, strengthen our relationships across the community and ensure specialist end-of-life care is available for everyone who needs it, now and in the future.

About the role

We have an exciting opportunity for an administrator to join our growing and dynamic team, working closely with the Finance, Supporter Care and Income Generation teams. Key areas of responsibility include income processing, management of our donor CRM databases and administering communications to all our supporters.

Duties and Key responsibilities

- Maintaining the donor CRM database (Donorflex) with accurate records, including regular cleansing and updating.
- Efficient & effective processing of income from supporters (through cash, cheque, card, online giving, donation buckets/tins) and supporting banking administration
- Liaise with the Income Generation team to ensure all donations are correctly coded.
- Provide administrative support for the management and organisation of collection tins and tubs, including tracking, distribution, and recording returns.
- Administration of thank you communications to all our supporters in a sensitive, timely manner.
- First point of contact for external enquiries, via telephone and email, and responding to supporter enquiries by phone and email promptly
- Ordering and distributing fundraising materials and resources, and assisting supporters throughout their fundraising journey
- Providing general administrative support to the wider organisation as required
- Any other tasks and responsibilities commensurate with the role and needs of the business

Qualifications and Skills

- Proficiency in MS Office - essential
- Strong administrative skills, attention to detail and accuracy - essential
- Excellent communication and interpersonal skills including confidentiality - essential
- Ability to work independently and as part of a team – essential
- Work collaboratively with a diverse team across multiple sites - essential
- Experience of using CRM databases - desirable
- Previous experience of working within the not-for-profit sector – desirable

We are an equal opportunity employer and welcome applicants from all backgrounds who meet the requirements of the role. We celebrate diversity and are committed to creating an inclusive environment where everyone can thrive.

Please note we will review applications as they are received, and we may close the application process early at our discretion.

