



Join our team!

Office Assistant



**Glasgow
Children's
Hospital
Charity**



Job Description: Office Assistant

Reporting to
Office manager

Salary
£23,000 P/A pro rata

Hours
21 hours per week

Contract
Part time, permanent

Holidays
25 days plus 10 bank holidays
pro rata

Location
Paisley (occasionally other
locations in Glasgow)

To apply for this position please email your CV and cover letter to heather.kaulfuss@gchc.scot

Closing date: 11 August

The role of the Office Assistant includes donation processing, data entry, donor care fulfilment and administration, answering enquiries to Glasgow Children's Hospital Charity by email, telephone and in person.

This role requires a flexible and autonomous approach, which will see you support the collective efforts of the Charity to maximise the impact on the children, families and NHS staff that we support.

Key Responsibilities

General

- To answer donor enquiries by email, telephone and in person, in a professional and courteous manner, providing any information required with enthusiasm and kindness and passing to the relevant member of staff when necessary.
- Creation of fundraising actions and signposting to other departments, within agreed turnaround times.
- Accepting and acknowledging donations by mail, telephone and in person
- Data entry of donations in line with auditable processes.
- Thanking donors within the target turnaround times.
- To efficiently bank donations including cash, cheques, bulk coin, and credit/debit card donations ensuring it is carried out with adherence to established financial systems.
- Creation and distribution of invoices.
- Recording donors' details, ensuring records are updated on the Raiser's Edge database, and in full compliance with data protection regulations.
- To assist with other administration and general office duties as deemed necessary by the Head of Operations and the Office Manager.

Key Responsibilities

Administration

- To provide an excellent level of care to all donors.
- To provide support and maximise the use of office-based volunteers.
- To ensure any indirect contact made with the charity via online portals is identified and engaged within 3-5 working days.
- To discover and share the stories of supporters with the Marketing and Fundraising Team.
- To work with other departments in our efforts to raise money, particularly to be flexible during high volume campaigns and seasonally busy times.
- To maintain an inventory for key fundraising materials and equipment.
- To assist in the ordering and allocation of office supplies.



Additional Responsibilities

- To be committed and adhere to Glasgow Children's Hospital Charity's vision, mission and values.
- To actively consider professional development and determine training needs.
- To maintain and develop good working relationships with colleagues, NHS staff and volunteers working with Glasgow Children's Hospital Charity.
- To provide cover if required to our other sites (Buchanan Galleries Shop, Fundraising Hub at the Hospital) and for any external activities carried out by the charity.
- To attend events and activities, and represent the Charity, many of which may take place in the evening or at weekends.
- Any other relevant duties as may be required by the SMT.



Person specification

Who we're looking for

Essential Criteria

- Excellent and proven administrative skills in a similar role. Minimum of 1 years' experience.
- Excellent and proven communication skills (telephone, written and face-to-face) in a similar role. Minimum of 1 years' experience.
- Proficient IT skills (full Microsoft Office Suite – Word, Excel, PowerPoint, Email, Internet).
- Experience in following auditable income processing procedures.
- Knowledge and experience of the implementation of Data Protection Compliance in a professional environment.
- A Disclosure Scotland check will be carried out under the Protection of Vulnerable Groups (PVG) Scheme – it is therefore essential that any criminal convictions are disclosed.

Desirable Criteria

- Relevant further education qualification in Administration.
- Experience of working in the Charity Sector.
- Familiarity of the work of Glasgow Children's Hospital Charity.
- Experience in bulk coin banking preparation.
- Experience of using the Raiser's Edge Database.
- Experience of processing different payment methods including online donations; credit and debit card transactions and direct debit payments.
- UK driving license and access to your own vehicle.



**Glasgow
Children's
Hospital
Charity**

Benefits **Working with us**

We care about our team and have a range of financial and work-life benefits that make Glasgow Children's Hospital Charity a great place to work, including:

- Benchmarked, competitive salary
- 5% employer pension contribution
- Blue Light Card discounts
- Flexible working policy
- Enhanced maternity pay (after 2 years)
- Employee Health Plan including counselling support, personal accident cover, financial support for optical, dental and chiropody treatments and Bike 2 Work scheme
- 10 public/ bank holidays each year
- A bonus day off on your birthday
- Time off in lieu (TOIL) for additional hours worked at events and out-of-hours support
- Continued professional development including training, membership of professional bodies and progression opportunities