



**Alexander
Devine**
Children's Hospice
Service



Application Pack

Fundraising Administrator

Closing date for applications: Noon Monday 17th March 2025

Alexander Devine Children's Hospice Service

Alexander Devine Children's Hospice Service (Alexander Devine) is a local charity that provides specialist care and vital support to babies, children and young people with life-limiting and life-threatening conditions, and their families, across Berkshire and into surrounding counties.

We individualise our approach to meet the unique clinical, emotional and practical needs of each child and their family, ensuring they receive the best possible care and support. Our comprehensive range of care services include Respite care, Specialist play, Symptom management, Family support, End of life care and Bereavement support. We provide care from our children's hospice in Maidenhead as well as in the family home and across the community, including hospitals and schools.

Our hospice facilities offer opportunities for children and their siblings to experience fun, joy and adventures, and help families make precious memories for as long as they have. These include a hydrotherapy pool, sensory room, music room, games room, outdoor playground and sensory garden, six children's bedrooms and two self-contained family flats. We also have a dedicated bereavement suite with its own garden.

Our children's hospice service is free of charge for families, but it costs over £2.8 million a year just to maintain our current level of care. With very minimal government funding, our charity is almost entirely reliant on donations, fundraising and gifts in Wills to meet the costs of running our service. Which means every penny donated makes a huge difference to those we support.

We currently support over 165 children and their families, but we are committed to growing our service and reaching out to every child and family that needs us. In Berkshire alone, we know that there are an estimated 1,371 children with life-limiting conditions. And research shows that this number is likely to increase by at least a further 11% by 2030.

The charity was founded by John and Fiona Devine in memory of their son Alexander who sadly passed away from a rare brain tumour in 2006 at the age of eight. Their personal experience led them to realise a desperate need for a local children's hospice service with a hospice facility in Berkshire.

www.alexanderdevine.org
Reg. Charity No. 1118947



Our values, vision and mission

Our values

Our work is powered by our core values. They are key to everything that we do and the way in which we do it. Our expectation is that our values are upheld in all that we do and in our engagements, both internally and externally.



DETERMINED

And resolute in our service to all those that need us.



EMPOWERING

To enable whoever comes into contact with us, the power and courage to make decisions, ask questions or simply to be.



VALUING OTHERS

We value you and each other, because we are all unique and special in our own way.



INTEGRITY

To be consistent in our ethos and values, principles and actions. To always behave and hold the integrity of our charity as core.



NURTURE

To provide an environment of protection, support, growth and encouragement.



EMPATHY

To know that we will provide a place of safety for everyone to express their feelings, thoughts and emotions, without judgement.

Our vision

We deliver palliative care to children and families through an holistic approach that meets the individual needs of each child and their family.

Our vision is to provide a service within Berkshire and surrounding counties that will give children and families a choice of care and support from a skilled and dedicated team. We work closely with the NHS, local authorities and other services in delivering our care.

Our mission

Reaching out to every child and family who needs us, offering support and care from people who understand.

Determined * Empowering * Valuing others * Integrity * Nurture * Empathy

The role

Fundraising Administrator

Hours	Part time – 25 hours per week over 4 or 5 days
Salary	Band 4 : £16,372 to £18,220 per annum (£24,559 to £27,331 FTE)
Location	Hybrid – minimum 2 days a month at Alexander Devine Children’s hospice in Maidenhead, Berkshire.
Benefits	Competitive salary Generous annual leave (plus your birthday as an additional day off) Pension Employee assistance programme Death in Service Cover Private Medical Insurance Free on-site parking

Job purpose

The post holder will be responsible for supporting the fundraising team by ensuring the charity’s database (Salesforce) is fully up to date, compliant and well used by the whole team. They will provide data entry, data cleanliness and data analysis support to the team as well as general administrative tasks.

Grade	Fundraising Administrator - Band 4
Managerial reporting responsibility	Director of Fundraising, Alexander Devine Children’s Hospice Service
Professional reporting responsibility	Director of Fundraising, Alexander Devine Children’s Hospice Service

Job Description

Areas of responsibility

- Ensuring that the charity's database (Salesforce) is kept fully up-to-date and compliant with data protection regulations.
- Ensuring timely and accurate recording of all donor information and income onto the database through manual input and file import following financial procedures.
- Filtering and analysing data and generating reports for the Fundraising Team.
- Ensuring that all fundraising income is correctly identified and accurately allocated and working with the Finance team in the reconciliation of all income.
- Ensuring timely and accurate inputting of data from third party systems.
- Assisting with the preparation of invite lists, mailings and appeals by producing data files and recording and analysing campaign results.
- Support the fundraising team by managing guest lists for our events
- Completing daily, weekly and monthly data cleansing activities to maintain the integrity of our data.
- To ensure the continued development of the database by leading on projects to enhance the productivity of the database and the efficiency of the fundraising team.
- Creating and sending thank you letters to supporters according to our stewardship protocol and timescales.
- To work closely with colleagues to support the fundraising team with general administrative tasks.
- To work collaboratively across the fundraising team and the wider organisation.
- Manage own workload in a cost effective and proactive way.
- Stay up to date with best practices and regulatory requirements, ensuring compliance with relevant laws and guidelines.

Duties in common with other members of staff

- Contribute positively to good teamwork.
- To report and record accidents and incidents.
- To be an ambassador for the charity.
- To maintain the best appearance of your immediate working area.
- To demonstrate a positive and supportive attitude to staff and volunteers.
- Respect confidentiality applying to all areas of the hospice.
- To adhere to the Infection Control Policies and Procedures set by the charity and the Care Quality Commission.
- A commitment to, attitude and behaviour that reflects our core values - Determined, Empowering, Valuing others. Integrity, Nurture, Empathy.
- Commitment to ensuring your own wellbeing and that of your colleagues.

This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

Person specification

	Essential	Desirable
Education, training and qualifications	English Language and Mathematics GCSE or equivalent grade C (grade 4) or above Excellent administrative skills	
Experience	Database experience including data entry and data analysis Administrative experience	Salesforce Experience Project management experience Experience of working in a fundraising context and of fundraising processes and tools
Skills	High attention to detail Numeratorate – able to understand and manage financial information	Advanced Excel skills Basic skills in Canva or an equivalent design package

Determined * Empowering * Valuing others * Integrity * Nurture * Empathy

	<p>Excellent proficiency in Microsoft Office including word, excel and outlook</p> <p>A proactive and intelligent approach to problem solving and improving administrative processes</p> <p>Excellent interpersonal and communication skills and ability to develop relationships internally with colleagues and externally with supporters of the organisation</p> <p>Methodical and analytical approach to work and challenges</p> <p>Organised – able to juggle responsibilities and meet organisational deadlines</p> <p>Ability to work well under own initiative with minimum supervision, cope well with managing deadlines and juggle numerous internal demands at once</p>	
	Essential	Desirable
Other	<p>Car driver - vehicle available for working</p> <p>Ability to work flexible working hours</p> <p>Commitment to the mission and ethos of Alexander Devine Children’s Hospice Service</p> <p>Able to work within and uphold our core values: determined, empowering, valuing others, integrity, nurture and empathy</p> <p>Ability to work alone and as a member of a team</p> <p>Able to assess risk to maintain personal safety in a variety of settings</p> <p>Ability to cope with the physical demands expected of the role</p> <p>Willing to undertake an Enhanced DBS</p> <p>Passed fit to undertake the duties of the post by Occupational Health</p>	

A rewarding and special place to work

Finding ways to recognise, reward and support every member of our team is important to us. Here's four big reasons why you will want to join our charity...



The amazing people that work here

Very simply, the team at Alexander Devine makes our charity such a unique place to work. To quote one of the young people that we support:

"If I had to summarise what makes Alexander Devine so special, I would say it's the people that work there...they are like family to us"

Whichever part of the charity you are working or if you are a volunteer, we are proud of our 'one team' spirit.



An employer that listens and cares

We pride ourselves on ensuring our staff receive regular supervision and support from their line manager, with opportunities for further training and development.

We also have an employee assistance programme, offering our employees a free confidential advisory and counselling service to help with any personal, work or family issues they may face.



A beautiful setting in a convenient location

Our stunning purpose-built hospice is surrounded by beautiful countryside, but also just a stones throw from the M4 and A404, on the outskirts of Maidenhead.

There is free on-site parking for all staff.



A strong focus on work / life balance, taking care of your health and planning for retirement

Making sure our employees have a good work/life balance is vital. In addition to a wellbeing programme, we offer generous annual leave entitlement with a day off for your birthday and an extra two additional days holiday, known as Alexander days each year.

There are also staff discounts on a range of products and services including travel and high street savings.

Further information

Equal opportunities

It is the policy of Alexander Devine Children's Hospice Service to provide equal opportunities to any employee or job applicant and will not discriminate either directly or indirectly because of race, sex, sexual orientation, transgender status, religion or belief, marital or civil partnership status, age, disability, or pregnancy and maternity.

Safeguarding statement

We are committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo Child Protection screening appropriate to the post, including an Enhanced DBS check.

How to apply

For an informal discussion about the role, please call Anne Bajorek, Director of Fundraising, on **01628 822777** or email questions to anneb@alexanderdevine.org

For an application form, please email fayd@alexanderdevine.org

Completed applications must be returned to fayd@alexanderdevine.org, by midday on **Monday 17th March 2025**