

Vacancy: Gift Processing Manager

Overview:

This role will join a vibrant and ambitious fundraising team made up of; major giving, trusts and foundations, prospect research, individual giving, community, events, legacies, innovation and supporter experience. The team's mission is to raise income for our three hospitals to enable them to continue their vital work. This role will make a huge difference in helping us do that.

About us

Guy's & St Thomas' Charity, Guy's Cancer Charity and Evelina London Children's Charity are part of Guy's & St Thomas' Foundation. Our collective mission is to build the foundations of a healthier society.

As part of our team, you will work alongside talented people from a mix of personal and professional backgrounds. We are a Living Wage employer and support flexible working, part-time roles and job shares. Though our ambitions are serious, this is a friendly place to work with lots of opportunities to meet and socialise with colleagues. We believe there is immense power in diversity and aim to recruit and nurture talent who think and act differently.

There is more information about [**working with us**](#) on our website, where you can read about:

- how we approach recruitment
- our team, culture and values
- the benefits of working with us
- and our approach to diversity, equity & inclusion, health & wellbeing, and learning & development

Job description

| The opportunity | |
|-----------------------|-------------------------|
| Job title: | Gift Processing Manager |
| Salary: | £37,332 to £42,099 |
| Contract type: | Permanent |

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| Closing date: | 19 th April 2024 |
| Interview dates: | TBC |
| Reporting to: | Head of Supporter Services |
| The team: | The Supporter Services team is made up of a Head of Supporter Services, Supporter Care Manager, Gift Processing Manager and Gift Processing Coordinator. |
| Key relationships: | All fundraising teams, Supporter Experience, Finance, Trust Funding Team, Marketing, Digital, Data and Insight. |
| Overall purpose of role: | <p>The Gift Processing Manager works within Supporter Services, with line management responsibilities of the Gift Processing Coordinator.</p> <p>The role will manage and have oversight for the processing of all donations to GSTC efficiently and effectively. The role will ensure all financial processing is completed to a high standard, coupled with the successful monthly reconciliation between the fundraising database and the charity bank account.</p> <p>The role requires forward thinking and planning, collaborating with diverse teams on new fundraising projects and initiatives to assess how Gift Processing can best assist and add value. You will be required to deliver and oversee Gift Processing training sessions to new starters, explaining sometimes complex financial processes to various stakeholders, and demonstrating how income processing interacts with the Finance, Data and Fundraising teams.</p> <p>The postholder will be a Gift Aid expert for the Department, remaining fully abreast of HMRC rules and regulations, with the ability to manage Gift Aid processes and disseminate relevant information to Fundraisers.</p> <p>The post holder will be required to liaise with other teams on new Fundraising activities and initiatives, particularly those that involve new payment systems or online credit card donations. There will also be operational management responsibilities for third-party response handling and direct debit processing agencies - ensuring they are working to agreed standards and adhering to best practice.</p> <p>In addition to this, the role will play a key role in setting up new processes and ways of working for you and your team and managing change, as we transition to a new CRM database.</p> <p>The post holder set up and foster close productive working relationships with finance and data teams to ensure income is processed correctly and thereby accurately reported in management accounting.</p> <p>This role would suit candidates with a passion for creating collaborative working environments, with interest in the nature of charitable giving and a background in financial administration, fundraising finance, or charity supporter services.</p> |

Key responsibilities:

- Leading, motivating and inspiring your direct report to meet the day-to-day activities of income processing.
- Line management of a Gift Processing Coordinator, supporting, coaching and nurturing them to continuously develop, maximizing training and development opportunities,
- Overseeing the work of the gift processing function ensuring all tasks are evenly distributed and completed within service level agreements.
- Work in collaboration with the Trust Funding Team to ensure all restricted gifts are allocated accurately.
- Effective cross team collaboration across Fundraising and the Supporter Care team to support the ambitious fundraising and engagement targets of the department and foster productive working relationships.
- Ensuring the business processes for gift processing are fit for purpose and comply with all relevant financial processing regulations.
- Ensure all gifts are thanked within agreed SLAs, and high value gifts are escalated to the relevant fundraising department or Supporter Care for thanking.
- Managing all aspects of Gift Aid; maximising Gift Aid revenue, monitoring Gift Aid processing/storage, disseminating Gift Aid knowledge and best practice, and championing Gift Aid across GSTC.
- Operate as the Supporter Services lead for any new projects and platforms that involve online customer/supporter payments, from a financial processing and PCI compliance perspective.
- Support the Supporter Services Manager in reviewing our current appeal handling and direct debit third-party suppliers, and investigating whether there are more efficient options available.
- Manage the day-to-day operations of our third-party response handling and direct debit collection agencies.
- Own the suite of Gift Processing diagnostics, carrying out regular assessments of their fitness for purpose and use the outcomes to make improvements to our processes and ways of working.
- Contribute to the annual planning and team objectives setting within Supporter Services to ensure Gift Processing objectives are both ambitious and achievable.

Work environment

- The post holder should expect to:
 - Work in a hybrid hot desk environment, generally working 2 days a week in the London office and three from home.
 - Be responsible for the input and maintenance of databases and files relevant to the post requirements.
 - Will occasionally be required to attend events in the evening and at weekends.

Person Specification

| What we're looking for | |
|---|--|
| Experience: | Essential criteria <ul style="list-style-type: none">• Experience of managing and motivating a Gift Processing function• Significant experience in income processing• Experience of managing conflicting deadlines and priorities |
| Skills, abilities, and knowledge | <ul style="list-style-type: none">• Knowledge of fundraising operations• Highly numerate• Able to set objectives, measure performance and achieve ambitious KPIs• Highly computer literate with strong Microsoft Office skills - particularly Excel• Knowledge of financial systems and processes• Ability to communicate effectively and confidently, explaining financial processes, procedures and the work of the team to a wide audience.• A solutions focused team player who thrives on collaboration with others to plan ahead.• Knowledge of Gift Aid regulations• Ability to prioritise and distribute tasks and workloads effectively• Knowledge of CRM systems, particularly Raiser's Edge or Dynamics• Ability to empathise and demonstrate 'active listening.' |
| Personal attributes: | <ul style="list-style-type: none">• Conveys enthusiasm and positive attitude, and able to inspire others• Passionate about the fundraising causes supported by Fundraising.• Able to work on own initiative, make decisions independently, and think creatively and laterally• Excellent team player willing to be flexible to support colleagues in a busy environment |

How to apply

Thanks for your interest in working with us.

We're working hard to ensure we recruit great people and minimise unconscious bias in our selection process. To support this, our system anonymises applicants and we use a combination of your CV and role specific application questions to assess your suitability for the role.

To find out more about the role, please contact jobs@gsttcharity.org.uk

