



Job Description

Job Title:	Database Assistant
Salary:	£25,000 - £29,000 per annum (depending on experience)
Reports to:	Head of Fundraising Operations
Location:	Based on the City Hospital campus, with the flexibility to work from the QMC campus if required. Nottingham University Hospitals NHS Trust operates a shuttle bus for this purpose.

JOB SUMMARY

The Database Assistant plays a vital role in supporting Nottingham Hospitals Charity by ensuring the accurate and efficient recording, processing and management of all incoming donations. As a key member of our team, you will provide essential administrative and data support to both the Fundraising and Finance departments. Your attention to detail and commitment to data accuracy will help underpin the Charity's stewardship efforts and financial integrity, directly contributing to the impact we make in support of patients, staff and services and Nottingham's hospitals.

KEY RESPONSIBILITIES

Donation Processing & Banking

- Accurately process and record donations received via cash, cheque, standing orders, BACS, PayPal, online platforms and other channels
- Process donations banked on our behalf at the QMC
- Bank donations in line with established cash-handling procedures
- Process phone donations using card machines and ensure proper data capture
- To create and link records for donations and event registrations made via our website and process them as per the disbursement schedule
- To accurately review, submit and process regular donor direct debits via our banking system

Database & Records Management

- Input and code donations into the supporter database, ensuring accurate allocation to relevant funds, appeals and campaigns within agreed timeframes
- Maintain up-to-date donor correspondence and records to facilitate prompt acknowledgments and effective stewardship

Reporting & Reconciliation

- To download, reconcile and process reports from a variety of online donation platforms and accurately input the details to our supporter database
- To take responsibility for the timely import and export of information from the supporter database into the financial accounting system, ensuring that the information held is accurate, in accordance with the finance timetable

Gift Aid & Compliance

- Maximise Gift Aid revenue by issuing declarations, verifying donor eligibility, and assisting in the preparation of claims - including the Gift Aid Small Donations Scheme - ensuring full compliance with HMRC regulations
- Monitor supporter consent and preferences to ensure compliance with GDPR and the Data Protection Act

Customer Support & Stakeholder Engagement

- Deliver excellent service to donors, supporters, hospital staff and the public
- Provide assistance in processing funeral donations and third-party fundraising activities
- Promote best practices in donation handling across the hospital by engaging with relevant staff and departments

System Development & Continuous Improvement

- Assist in enhancing the use and functionality of the supporter database to improve efficiency and user experience
- To assist with the development and implementation of new methods of donation capture
- Contribute ideas for improving internal processes and the overall donor journey
- Stay up to date with fundraising trends and campaigns to support operational alignment

Teamwork & Representation

- Greet and engage with donors and visitors in a professional, warm and courteous manner

- Provide occasional training or support to new colleagues and offer holiday cover within the team
- Represent the Charity positively in internal and external settings, upholding its values and mission

Other Duties

- Ensure all activity complies with charity regulations, internal policies and legal requirements
- Take part in ongoing training and development opportunities
- Perform other duties reasonably required to support the overall success of Nottingham Hospitals Charity

If you have any questions about the role, please contact Lisa Halsall on 0115 962 7905

To apply, please send your CV and a covering letter to Lisa Halsall at Nottingham Hospitals Charity - lisa.halsall2@nhs.net

Closing Date: Monday 23rd June