

Job Description



Job Title: Finance and Donor & Supporter Care Team Assistant

Department: Finance

Responsible to: Management Accountant

Primary Work Base: Warwick

(NB as we are a multi- site organisation some flexibility relating to place of work will be required. We reserve the right to change the work base of our employees to meet our business needs.)

Role Purpose

To work across the Finance and Donor & Supporter Care (DSC) team to support with day-to-day administration, and provide cover for absence within these teams. To work closely with the Donor & Supporter Care Assistants, Accounts & Finance Assistants, and the wider Finance and Fundraising teams including volunteers, in inputting data, providing customer service to donors and supporters, administration of Regular Giving, and handling mail correspondence.

Myton Core Values

Our Core Values underpin everything we do and all employees are expected to comply with our Values and reflect these in their day to day work.



Main Duties & Responsibilities

1. To assist in recording the income received from Fundraising activities and to generate tailored thank you communications from the Donorflex system.
2. To provide a professional and efficient service to donors and supporters.
3. To respond appropriately to supporter enquiries via all communication channels, in a timely manner, and send out information as requested.
4. To ensure data quality and compliance according to GDPR and other relevant legislation.
5. To support the Lottery team with the administration of inputting new lottery members onto Donorflex via a weekly import.
6. Regular giving administration: set up and process new direct debit instructions and standing order payments, amending and cancelling regular gifts where appropriate, ensuring supporter records are kept up to date and acknowledged properly.
7. To log income received from donations and fundraising activities, record cheques and cash received and prepare daily banking report.
8. To bank reception and vending machine sales money from both Warwick and Coventry sites daily.
9. To input coded purchase invoices onto Sage 200.
10. To monitor the stock level of bank paying-in books, coin bags and cash collections bags.
11. To open the external post daily.
12. Any other duties commensurate with the post.

GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES

Policies and Procedures

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any contravention of Myton policies or procedures may result in disciplinary action.

Volunteers

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

Confidentiality and Data protection

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

Infection Control

All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

Equality & Diversity

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors & colleagues. The post holder is required to conform with Myton's policies on Health & Safety and Fire Prevention, & to attend related training as required.

Safeguarding Vulnerable Adults and Children

It's the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

Code of Conduct

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

Review of Job Description

This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post. This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).

Employee/Managers Signature

I agree that this Job Description is a true reflection of the main duties and responsibilities of my role:

Employee Name: _____

Signature: _____ **Date:** _____

Managers Name: _____

Signature: _____ **Date:** _____

Last reviewed April 2025