

Join our team!

Income Generation Assistant



**St Vincent's
Hospice**

the little hospice with the big heart





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Overview: Income Generation Assistant

Reporting to
Fundraising Manager

Salary
£28,500

Hours
Full time,
37.5 hours per week

Working pattern
Primarily hospice-based, with
travel and occasional evening
and weekend work to support
agreed activities

Status
To be confirmed

Holidays
27 days plus 8 bank holidays

Location
St Vincent's Hospice, with
travel across Renfrewshire,
North Ayrshire and
surrounding communities

Direct Reports
No employee line management;
day-to-day coordination and
support of allocated fundraising
and hospice reception volunteers

As Income Generation Assistant at St Vincent's Hospice, you will help turn local support into income for patient and family care. You will combine accurate donation administration and welcoming supporter care with practical coordination of bucket collections, talks, collecting cans, retail loyalty cards and pop-up shops.

Reporting to the Fundraising Manager, you will take responsibility for organising these activities from research and booking through to volunteer arrangements, follow-up and recording results. You will also coordinate the hospice reception volunteer rota and provide day-to-day support to reception volunteers.

You will work closely with the Fundraiser, Individual Giving Manager, retail colleagues, finance and the Volunteer Coordinator. The Fundraiser leads relationship development and income growth in allocated local areas; you lead central coordination, bookings, practical arrangements and administration. The Fundraising Manager agrees priorities, named leads and any exceptions.

We welcome applicants with transferable skills from administration, customer service, retail, events, sales support or similar roles. You do not need previous experience in every area. We are looking for someone organised, accurate and proactive, who enjoys working with people and is willing to learn.

Training will be provided in hospice systems and relevant processes.

To apply, please email your CV and cover letter to recruitment@svh.co.uk or complete our application form via <https://stvincentshospice.org/vacancies>

Key Responsibilities

Income Administration and Supporter Care

- Act as a welcoming first point of contact for income generation enquiries by telephone, email, post and in person, responding promptly or referring to the appropriate colleague.
- Process and record donations and other income information from agreed channels, including online platforms, bank transfers, cash, cheques and card payments, using accurate coding in Raisers Edge NXT.
- Prepare timely and personalised acknowledgements, thank-you letters and supporter correspondence using agreed templates and guidance.
- Maintain supporter records, contact preferences and correspondence accurately, respecting confidentiality and individual wishes.
- Administer regular giving, payroll giving, Direct Debit and standing order records, including amendments and cancellations, liaising with the Individual Giving Manager and relevant providers.
- Process reports from online giving and tribute platforms and agreed lottery data updates, coordinating with the Individual Giving Manager and respecting data-sharing permissions.
- Prepare routine income and activity reports, and work with finance colleagues to reconcile records and resolve discrepancies.
- Manage agreed fundraising inboxes, material requests and stock of fundraising supplies, keeping correspondence and follow-up actions organised.
- Respond sensitively to supporters affected by illness or bereavement and refer complex enquiries, complaints or concerns to the appropriate manager.

Working with the Fundraiser

- Coordinate the practical delivery and administration of bucket collections, collecting cans and talks. Maintain central calendars, bookings, registers, volunteer arrangements, equipment and income information. The Fundraiser develops supporter relationships, leads agreed local activity and follows up opportunities for repeat or wider support.
- Agree the lead contact and responsibilities for each activity before approaches are made. Record the named lead, last contact and next action in Raisers Edge NXT or the agreed shared system. Research and routine booking approaches form part of this role; relationship development is coordinated with the Fundraiser.
- Provide timely information and practical support without taking line management responsibility for the Fundraiser. Both roles remain accountable for their own agreed actions and record keeping. Refer competing priorities or uncertainty about ownership to the Fundraising Manager.

Key Responsibilities

Bucket Collections

- Research suitable supermarkets, shopping centres, community venues and events for bucket collections, maintaining the central contact list and checking planned approaches with the Fundraiser.
- Approach venues, submit booking requests, confirm dates and maintain a forward calendar of collections, including agreed venue permissions and conditions.
- Recruit and coordinate collection volunteers with the Volunteer Coordinator, preparing rotas, confirming attendance and arranging replacements where possible.
- Prepare clear volunteer briefings, contact details and practical information, ensuring agreed induction, safety and cash-handling arrangements are followed.
- Organise buckets, seals, identification, signage and other materials, and coordinate delivery, return and secure handling of collected funds.
- Arrange counting and banking through agreed hospice processes, maintain an audit trail and record income against each collection.
- Thank venues and volunteers, review income and participation, and arrange routine repeat bookings. Refer wider relationship or fundraising opportunities to the Fundraiser.

Talks and Group Visits

- Research adult groups, clubs and community organisations and secure routine talk bookings within agreed plans, checking existing relationships and planned approaches with the Fundraiser before making contact.
- Maintain a talks calendar, confirm arrangements and coordinate an appropriate speaker with the Fundraising Manager and wider team.
- Provide speakers with venue details, audience information, approved presentations and fundraising materials; deliver agreed introductions or talks where trained and appropriate.
- Coordinate accompanying gift stalls, donation facilities and volunteer support with retail and fundraising colleagues where suitable.
- Record attendance, donations, sales and follow-up opportunities, arrange prompt acknowledgements and pass relationship development to the Fundraiser, with a named owner and next action.
- Refer potential fundraising partnerships or wider supporter opportunities to the appropriate member of the team.

Key Responsibilities

Collecting Cans

- Maintain an accurate register of collecting cans, including identification numbers, locations, host contacts, placement dates, uplift dates and income history.
- Research potential host sites and arrange routine placements within agreed plans. The Fundraiser leads the development of new host relationships through local visits and wider fundraising conversations; agree the named contact before making an approach.
- Plan and coordinate placements, uplift and replacement schedules with staff, volunteers and counters so cans are serviced regularly and sufficient stock is available.
- Prepare sealed and labelled cans, maintain issue and return records, and arrange collections or deliveries, undertaking local visits where agreed.
- Ensure returned cans and funds are handled securely and passed through agreed counting, recording and banking processes.
- Monitor overdue cans, site performance and practical difficulties, following up with hosts and highlighting lost cans or discrepancies promptly.
- Provide routine thanks and servicing updates to host sites. Pass opportunities for repeat or wider fundraising support to the Fundraiser and record the agreed follow-up.

Supporting Individual Giving and Retail

- Provide agreed donation, regular-giving, tribute and lottery-data administration for the Individual Giving Manager, following their campaign and supporter-care guidance. This support does not change the reporting line to the Fundraising Manager.
- Agree retail loyalty and pop-up shop requirements with retail colleagues. Refer conflicting requests to the Fundraising Manager, who sets the overall workload priorities.
- Keep coordination and service measures distinct from the Fundraiser's personal income and relationship targets, while contributing accurate information to shared programme reporting.

Gift Aid Administration

- Coordinate day-to-day Gift Aid administration across fundraising and relevant retail income, following the hospice's approved processes and training.
- Maintain accurate declarations, donor information, eligibility evidence and supporting records, checking for missing information and following up appropriately.
- Work with retail colleagues to support accurate donor registration and the operation of the retail Gift Aid scheme, including agreed donor communications and records.

Key Responsibilities

- Prepare claim information and supporting schedules for checking and authorised submission, working with finance and relevant providers; submit claims only where authority has been delegated.
- Track submissions, receipts, adjustments and outstanding queries, supporting reconciliation with finance colleagues.
- Help colleagues explain Gift Aid clearly using approved information, recognising that eligibility must be established rather than assumed.
- Refer eligibility questions, exceptions and potential errors to the appropriate manager or finance adviser, retaining a clear audit trail.

Retail Loyalty Cards and Pop Up Shops

- Administer the retail loyalty card scheme with retail colleagues, maintaining agreed records, materials and information for participating shops.
- Coordinate card supplies, supporter or customer enquiries and agreed promotional activity, helping shop teams apply the scheme consistently.”
- Monitor participation and use of the scheme and provide routine reports and feedback to inform improvements.
- Research suitable pop-up shop opportunities, obtain venue information and costs, and arrange bookings within agreed budgets and approval limits.
- Coordinate stock selection, pricing, displays, equipment and payment arrangements with retail colleagues, who retain responsibility for retail standards and stock decisions.
- Arrange volunteer cover, transport, setup and return arrangements, and provide practical on-the-day support where agreed.
- Ensure venue requirements and agreed safety, cash-handling, stock and Gift Aid procedures are followed.
- Record sales, costs and stock movements, arrange reconciliation and returns, and review the results of each pop-up shop with retail and fundraising colleagues.

Key Responsibilities

Hospice Reception Volunteers

- Coordinate the reception volunteer rota, keeping it current and communicating shifts and changes clearly.
- Monitor planned absences and gaps, contact volunteers to arrange replacement cover where possible and escalate unresolved gaps through the agreed hospice arrangements.
- Work with the Volunteer Coordinator to identify recruitment needs, support recruitment and matching, and arrange induction before volunteers undertake their duties.
- Provide day-to-day guidance and support to reception volunteers, checking that they have the information and equipment needed to offer a welcoming service.
- Coordinate induction, mandatory training and refresher sessions with relevant hospice leads, maintaining records and following up outstanding requirements.
- Maintain clear reception guidance, contact lists and handover information, including how to direct clinical enquiries and seek immediate staff assistance.
- Ensure reception volunteers understand confidentiality, safeguarding, visitor arrangements and the boundaries of their role, referring queries to the relevant staff lead.
- Maintain attendance and volunteer activity records, seek feedback, recognise contributions and share relevant information with the Volunteer Coordinator.
- Address routine rota and practical queries; refer conduct, wellbeing or safeguarding concerns through the appropriate hospice procedures.
- Provide occasional reception cover where agreed with the Fundraising Manager. Unfilled volunteer shifts must be escalated rather than automatically displacing essential income administration or planned activity.

Key Responsibilities

Events Communications and Volunteer Support

- Provide administration for hospice and third-party events, including registrations, participant information, resource requests and post-event acknowledgements.
- Coordinate allocated fundraising volunteers with the Volunteer Coordinator, arranging clear task briefings, induction, rotas and practical support.
- Supply accurate information, photographs where appropriately authorised and activity updates to communications colleagues for promotion.
- Update approved website or social media content where delegated and trained, following the hospice's brand, consent and approval processes.
- Attend agreed events and activities, supporting delivery while keeping routine administration and follow-up on track.

Planning Performance and Safe Working

- Maintain a coordinated forward calendar and weekly work plan, agreeing priorities with the Fundraising Manager and raising workload conflicts early.
- Work towards agreed coordination and service objectives, including confirmed bookings, volunteer cover, timely servicing, accurate records, acknowledgements and Gift Aid processing.”
- Record programme income to support shared reporting; the Fundraiser holds the agreed personal income and relationship development targets.
- Provide concise progress updates and highlight cancellations, gaps, overdue actions or opportunities that need management support.
- Follow approved financial controls, purchasing limits, cash-handling procedures and arrangements for secure storage, transport, counting and banking.
- Handle supporter, customer and volunteer information securely, following relevant data protection, marketing consent and hospice requirements.
- Follow relevant fundraising standards, safeguarding and health and safety procedures, completing training and seeking advice where needed.
- Participate in induction, probation, supervision and development reviews, and suggest practical improvements to systems and processes.
- Undertake other duties appropriate to the role, with priorities agreed through the Fundraising Manager.



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Person specification

Who we're looking for

We welcome people with relevant transferable skills. Previous hospice or fundraising experience is not essential. The role combines accurate administration with proactive booking, practical coordination and friendly supporter service; it requires interest in all of these areas.

Essential Criteria

- Relevant experience in administration, customer service, retail, events, sales support, community activity or a similar setting.
- Good organisational skills, with the ability to maintain records, manage bookings and rotas, meet deadlines and follow through on agreed actions.
- Accuracy and attention to detail when handling information, correspondence and financial records.
- Confidence with numbers and the ability to record income, check figures and identify discrepancies, with training in hospice processes.
- Good IT skills, including email, word processing and spreadsheets, and a willingness to learn Raisers Edge NXT and relevant platforms.
- Clear written and verbal communication skills and a friendly, professional approach to supporters, customers, colleagues and volunteers.
- Confidence to contact venues, groups and businesses, request bookings and follow up opportunities.
- Ability to coordinate and support others, including explaining tasks, sharing information and responding constructively to changes.
- A proactive and reliable approach, with the ability to work independently within agreed procedures and seek support when needed.
- Compassion, discretion and an understanding of confidentiality, including sensitivity when speaking with bereaved people or those affected by illness.
- Willingness to learn and apply Gift Aid, data protection, cash-handling and fundraising requirements relevant to the role.
- Commitment to equality, inclusion and the values and mission of St Vincent's Hospice.
- Ability to travel across the hospice's catchment and work occasional evenings and weekends to support agreed activities.



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Person specification

Who we're looking for

Desirable Criteria

- Experience of donation processing, financial administration, reconciliation or Gift Aid administration.
- Experience of Raisers Edge NXT or another CRM, database, online donation or retail system.
- Experience of booking collections, talks, events or other activities with external venues or groups.
- Experience of volunteer support, reception services or rota coordination.
- Experience of collecting cans, retail loyalty schemes, pop-up shops or fundraising stalls.
- Experience in a charity, hospice, healthcare or community organisation.

Personal Qualities

We are looking for someone who is:

- **Organised** — keeps information, arrangements and follow-up actions in good order.
- **Accurate** — takes care with records, figures and supporter information.
- **Proactive** — looks ahead, makes approaches and resolves practical issues.
- **Approachable** — builds positive relationships and helps people feel welcome.
- **Accountable** — completes agreed actions and raises concerns promptly.
- **Flexible** — responds constructively to changes while protecting essential tasks.
- **Compassionate** — respects individual circumstances, wishes and confidentiality.
- **Collaborative** — works well across fundraising, retail, finance and volunteer services.



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Benefits

Working with us

- Salary and contractual details to be confirmed for the revised role.
- Annual leave entitlement plus public holidays.
- Pension scheme.
- Induction, relevant systems training and ongoing professional development.
- Employee wellbeing support.
- Free onsite parking and access to on-site lunch and refreshment options.
- Access to Blue Light Card discounts.
- A supportive working environment and the opportunity to contribute to a valued local charity.

Our Commitment

At St Vincent's Hospice, every member of our team helps local people receive care, comfort and support. As Income Generation Assistant, you will help ensure donations are handled well, supporters feel valued and practical opportunities to raise income are organised effectively. You will also help reception volunteers provide a welcoming first point of contact for the hospice.

This job description provides an outline of the role and may be reviewed in consultation with the postholder as services and ways of working develop.