

JOB DESCRIPTION

Job Title:	Donation Processing Assistant
Responsible to:	Team Leader
Hours of work:	40 hours per week
Salary:	£16,736 per annum
Location:	London Head Office, NW10

Introduction:

Interpal is a non-political, non-profit making British charity that works with international funding partners and partners on the ground to provide relief and development aid to Palestinians in need, mainly in the West Bank, Gaza Strip and the refugee camps in Lebanon and Jordan.

Job Purpose:

The Donation Processing Department are responsible for ensuring all incoming donations are processed in a timely manner and supporters are provided with the best care. The team will work together to ensure donations are processed efficiently in line with department standards and provide high quality, customer service to supporters of Interpal.

Main Duties and responsibilities:

- To ensure all incoming donations are processed and acknowledged in a timely manner within agreed standards.
- To be responsible for processing and setting up new standing order payments and ensuring all queries are dealt with efficiently.
- To follow up with declined donations and ensure reminders are sent to donors.
- Generating and sending out thank you letters and acknowledgements.
- To be responsible for data quality maintenance of donor' records in the database ensuring data is up to date.

- To act as the primary point of contact for all donations related enquires, whether in person, by phone or by email.
- To communicate and proactively promote various products and services provided by Interpal to supporters.
- To be responsible for maintaining the filing system both electronically and manually.
- To liaise with branch representatives in the UK and deal with requests and donations.
- To support events and live appeals, working closely with the Donor Engagement team when necessary.
- To comply with data protection legislation, best practice and Interpals policies when handling donor records and information.
- To undertake any other duties and responsibilities appropriate to the post.

**Person Specification
Donation Processing Assistant**

	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Good education 	
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of working in a customer focused/data entry environment • Experience of using an in house database system. 	<ul style="list-style-type: none"> • Relevant experience in the charity, community, voluntary sector
Skills & Attributes	<ul style="list-style-type: none"> • Accurate data entry skills and attention to detail. • Effective written and verbal communication skills. • Ability to handle routine tasks. • Proven organisational and planning skills. • Good IT skills Microsoft Office software, including Word, Excel, and Outlook. • Ability to meet tight deadlines. • A good team player with the ability to work using own initiative and take instructions. • Good numeric skills. 	
Personal Qualities/Other	<ul style="list-style-type: none"> • Understanding of confidentiality issues and data protection • Commitment to equality and diversity practice • Commitment to working within Interpal's core values and demonstrating these in practice. • Commitment to continuous development. • Committed to the objectives of Interpal with a passion for the cause. 	