

FRIENDS OF THE EARTH – JOB DESCRIPTION

JOB TITLE	Income Processing Officer
REPORTING TO	To be confirmed
TEAM	To be confirmed (Finance or Supporter Relations)
CAREER STAGE	Grade F
CONTRACT TYPE	Maternity Cover – up to 12 months – Commencing Jan 4, 2021
LOCATION	London
LINE MANAGEMENT	N/A

PURPOSE OF ROLE

To ensure the accurate and timely processing of a range of income tasks in accordance with Friends of the Earth's financial procedures and controls and to perform administrative and other tasks on behalf of the Finance and Supporter Relations teams.

The Income Processing Officer role is crucial to:

- ensuring that both the Finance and Supporter Relations teams communicate engagingly, knowledgably, and efficiently with our supporters by forming, maintaining, and developing relationships in line with the Supporter Care strategy and other departmental strategies.
- ensuring all income streams are effectively and efficiently processed, administered, claimed, and reconciled.

KEY RESPONSIBILITIES AND TASKS

- Processing and reconciliation of income: inputting, administration and reconciliation of regular giving and one-off income streams. This includes processing Direct Debits claims, Standing Orders, Facebook income, Gift Aid claims, Payroll Giving, plus other income streams.
- Gift Aid maintenance and processing to HMRC.
- Maintaining coding on our Sun accounts and coding spreadsheets.
- Documentation and skill sharing: giving guidance on what is required for income processing to enable the job to be completed quickly and efficiently and to be compliant with HMRC and BACS rules and regulations.
- Updating and proofreading written information, including donation forms, and working practices documentation.
- Updating and answering supporter financial queries and requests and recording on the integrated database (CARE).
- Accurate data processing – responsible for accurately coding, income processing, data input and sometimes thanking.
- Providing cover for the other members of the team when on leave, providing admin support for the Supporter Relations, Finance and Fundraising teams, and doing any other tasks as requested on an ad-hoc basis.
- Work closely with the Supporter Relations to ensure that a high level of service is provided to our supporters, and the Finance team to ensure that all income is being recorded accurately.

You will also need to be aware of and follow Friends of the Earth policies and procedures, with particular attention to safeguarding, equality, diversity & inclusion, and our values.

PERSON SPECIFICATION (ASSESSED AT SHORTLISTING STAGE)
Essential

- Experience in relevant CRM databases and communications technology to enhance and streamline supporter engagement.
- Experience and in-depth knowledge of Gift Aid, Direct Debits and financial processing and regulations.
- Ability to be proactive and reactive to effective problem solving.
- Good organisational skills including demonstrable ability to coordinate and prioritise workloads to meet deadlines.
- Accuracy and attention to detail.
- An understanding of basic accounting principles.
- Numeric, written, and verbal skills required to understand instructions, analyse data, and communicate with colleagues or external contacts, as required.
- Experience of using spreadsheets, word-processing applications, e-mail and/or computerised accounting packages, or ability to require relevant skills with in-house training.

Desirable

- Previous experience of using financial systems (SunSystems) and Q&A.
- Demonstrable experience of working within a small team and with senior members of staff.
- An understanding of the work that Friends of the Earth does and its goals.

DATE APPROVED	November 2020
DATE REVIEWED	November 2020

This job description is current as at the date shown above. In consultation with the postholder it is liable to variation by the Director to reflect or anticipate changes, in, or to, the post and the organisation.

The job description gives an overview of the main responsibilities of the role. The day to day role will also involve any other duties and responsibilities, express and implied, which arise from the nature and character of the post.