

# Income processing officer

## **Directorate**

Fundraising, communications and engagement

## **Team**

Supporter care and compliance

## **Reporting manager**

Income processing manager

## **Direct reports**

Gift Aid volunteers

## **Our charity**

We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However you're experiencing breast cancer, we're here.

The brightest minds in breast cancer research are here. Making life-saving research happen in labs across the UK and Ireland. Support services, trustworthy breast cancer information and specialist nurses are here. Ready to support you, whenever you need it. Dedicated campaigners are here. Fighting for the best possible treatment, services and care, for anyone affected by breast cancer.

Why? Because we believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well. But to create that future, we need to act now.

## **Overview of the directorate**

The fundraising, communications, and engagement directorate at Breast Cancer Now is responsible for communicating, engaging, and fundraising to our key audiences across a range of channels; from people living with or beyond breast cancer and their loved ones, to supporters, corporate partners, policy makers and healthcare professionals. We create and deliver high-quality, engaging information and communications about breast cancer, the impact our work has and ways to engage with Breast Cancer Now. We're led by the voices of people affected by breast cancer and involve them and champion their views and needs across a range of communications and platforms.

We're working hard to build our brand to build awareness, trust, loyalty, passion, and affinity with people affected by breast cancer and to be here for everyone who needs us.

We're responsible for delivering c£40 million gross income annually through our fundraising. We fundraise through a broad portfolio of fundraising products,

partnerships, and relationships, all with the aim of delivering sustainable income and valued relationships for supporters and for Breast Cancer Now for the long term. We work collaboratively across the charity to develop fundraising which shows the impact our supporters have and the change we want to see in breast cancer.

All our work, and our focus is to be here for anyone affected by breast cancer, with support for today and hope for the future.

Our directorate includes teams across:

- brand, marketing, and communications
- digital
- press, PR and celebrity
- individual engagement and supporter operations (incl. supporter experience)
- community and events
- corporate partnerships
- philanthropy and special events.

### **Job purpose**

This newly created opportunity in the supporter care and compliance team will support the income processing manager to maintain accurate, compliant and high performing income and Gift Aid processes that contribute towards the best possible supporter experience and support our ways of working internally.

Alongside the income processing manager there are two members of the team, each with different responsibilities. The focus of this role will be monitoring and maintaining our Gift Aid and PCI compliance, as well as the third-party donation platforms that we partner with.

The role will also manage the relationship with our Gift Aid volunteers who process Gift Aid sponsor forms and work on other adhoc Gift Aid tasks.

### **Key tasks and duties**

- Support the income processing manager to develop, document and maintain our Gift Aid processes.
- Maintain and develop our Gift Aid Library, ensuring we have a full and compliant audit trail.
- Be proactive in logging key Gift Aid decisions and milestones in the Gift Aid Library.
- Run the annual Gift Aid mock audit and work with the income processing manager to make and deliver improvements.
- Develop and manage BACS and Gift Aid quality assurance checks, using them to monitor and improve our in house and third-party processes.
- Manage the relationship with our Gift Aid volunteers and support them to process Gift Aid sponsor forms.
- Lead projects to deliver the Gift Aid recommendations made by the income

processing manager.

- Support the income processing manager to deliver the Gift Aid retention, renewal and repair programme.
- Respond to internal enquiries about Gift Aid.
- Keep informed and up to date with HMRC guidelines on operating a Gift Aid scheme as well as build networks across the sector to build knowledge on practical application.
- Support the income processing manager to review our PCI compliance on an annual basis, liaising with the relevant teams to complete any appropriate steps to maintain our compliance by the relevant deadline.
- Monitor, review and manage the smaller third-party platforms that send donations to the charity.
- Support the supporter care team with tasks when necessary, leading by example in efficiency and accuracy.
- Adhere to all Breast Cancer Now's policies and procedures.
- Any other duties within the scope and remit of the role, as agreed with your manager.

# Person specification

## Qualifications and experience

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Experience of developing, documenting and delivering training on a new process	X	X
Experience of reviewing a process and making Improvements	X	X
Experience of leading a project, liaising with other teams as relevant and delivering set outcomes within a deadline	X	X
Experience of responding to internal enquiries within the team's service level agreements	X	X
Experience of working in a charity fundraising environment	X	X
Experience of working with a CRM database	X	

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Experience of monitoring a process and maintaining its compliance	X	
Experience working with Blackbaud CRM	X	
Experience of working within HMRC's Gift Aid regulations	X	X

## Skills and attributes

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Numerate with excellent written and verbal communication skills	X	X
Excellent accuracy and attention to detail	X	X
Highly organised with the ability to act on own initiative and be proactive	X	X
Ability to simultaneously manage multiple projects and deadlines, remaining calm under pressure	X	X
Proven ability to develop and maintain strong internal and external working relationships	X	X

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Project management skills	X	

### Knowledge

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Good working knowledge of HMRC's Gift Aid regulations	X	X
Good working knowledge of BACS guidelines	X	
Understanding of fundraising and supporter care approaches and techniques	X	X

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Good working knowledge of PCI DSS compliance	X	
Understanding of working with third party platforms	X	

# Role information

## Key internal working relationships

You'll work closely with the following:

- Supporter operations teams – data, supporter care and compliance
- Wider fundraising teams
- Finance

## Key external working relationships

You'll work closely with the following:

- Gift Aid volunteers
- Third-party donation platforms

## General information

<b>Role location and our hybrid working model</b>	<p>This role is based in our London or Sheffield office. However, our hybrid working model allows you to work up to 3 days per week at home. The other days will be primarily based in:</p> <p>The White Chapel Building, 10 Whitechapel High Street, London E1 8QS (open Monday to Friday)</p> <p><b>Or</b></p> <p>St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Thursday)</p>
<b>Induction</b>	<p>It's important you have a positive induction experience and therefore, you'll be asked to consider coming into the office more frequently during your initial period of employment. This will enable you to get to know your manager and team colleagues quicker. This also allows you induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter you will be able to follow the hybrid working model as described above.</p>
<b>Hours of work</b>	35 per week, Monday to Friday
<b>Contract type</b>	Permanent
<b>Medical research</b>	We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there's no alternatives.
<b>Conflict of interests</b>	You'll be obliged to devote your full attention and ability to your paid duties. You shouldn't engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.
<b>Immigration, Asylum and Nationality Act 2006</b>	You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.

**Our commitment to equity, diversity and inclusion**

We're committed to promoting equity, valuing diversity and creating an inclusive environment – for everyone who works for us, works with us, supports us and who we support.

## How to apply guidance

We hope you choose to apply for this role. In support of your application, you'll be asked to submit your **anonymised** CV which means removing all sensitive personal information such as your name, address, gender, religion and sexual orientation. You're also asked to provide a supporting statement. When doing so please ensure you refer to the essential criteria on the person specification and clearly provide as much information as possible with examples to demonstrate how and where you meet the criteria.

Job description dated December 2024

Find out more about us at  
[breastcancer.org](https://breastcancer.org)

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