# Job Profile

Job Title: Fulfilment Officer

Directorate: Fundraising

Reports To: Donation Processing Supervisor

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 16 / 08 / 2019

## Overall Role Purpose

The Fulfilment Officer helps people with sight loss to live the life they choose by providing an income processing service for fundraising campaign income to the correct campaigns.

## Key Responsibilities

* To actively review and process all transactions received at Head Office and query any anomalies which may arise, including correct donor, campaign, product and cost centre information.
* To receive, bank, allocate and process Guide Dogs campaign income through Fundraising FETCH systems in a timely manner, to strict deadlines in order that Supporters are thanked as soon as possible.
* Review all campaign paperwork and allocate income to the correct campaign and donor on the fundraising database.
* Receive and handle large volumes and values of physical cash and cheques ensuring appropriate controls are followed and monies reconciled to accounting system and banked promptly.
* Adhere to the current Service Level Agreements.
* Capture any amendments / requests by the supporter with attention to detail and accuracy including Gift Aid declarations, GDPR consents and surveys.
* Set up donor details accurately on FETCH.
* Process and reconcile credit card donations including PDQ.
* Process and reconcile CAF and any other charity vouchers.
* Reconcile all amounts and proactively query issues and communicate internally and with other external parties, to ensure resolution.
* Capture and fulfil payments queries.
* Assist in the training of new staff including casual and agency staff.
* Follow and adhere to current processing procedures and highlight to the line manager any amendments required.
* Assist in the Post Room (on a daily rota basis) with the opening and sorting of incoming post.
* Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* English and Maths qualification to GCSE at grade C or equivalent (QCF level 2 / SQCF level 5).

## Job-Related Experience

#### Essential

* Experience in a data processing environment with high volumes and working to SLA’s.
* Have worked in a data entry administrative role.

#### Desirable

* Have worked in a similar environment such as charity, or working with money.

## Knowledge

#### Essential

* Microsoft software including Excel, Word and Outlook.
* Knowledge of Gift Aid and Data Protection.

## Skills and Competencies

**Essential**

* Good PC skills.
* Good organisational skills and a professional approach to customer service.
* Proven to be trustworthy.
* Good data entry skills.
* Good attention to detail.
* Excellent administrative skills.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

## Job Group (internal use only)

This role has been evaluated as a Support Provider, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/ES_hkP-6mT5HkPIdVSJhjgABX0S79-IXzzo3zaTw2LoCXg?e=XyhXiH) to view the salary band.