



January 2022

“We’re getting to grips with guts. Will you join us?”

Dear Applicant,

I am delighted you’re interested in this important role at Guts UK charity. I hope you will find all relevant information enclosed in this job pack. We’ve tried to give a good picture of where we are as an organisation and the kind of person we are looking for as we continue to build our team.

Guts UK charity marked 50 years of existence in 2021. If you are wondering why you might not have heard of the charity before, that’s because we changed to this punchy name only in 2018. Whilst the charity had a superb track record in funding medical research in the area of gastroenterology since 1971, it wasn’t well known outside of medical circles.

But we’ve all got guts, right? Now’s the time to give them the attention they deserve.

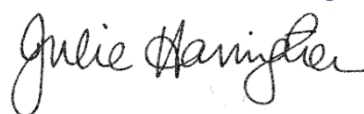
Too many people are suffering in silence or alone. They don’t know where to turn for evidenced based information. We’ve changed our name and rebranded our mission as Guts UK so we can be more visible and accessible for those who need us.

Guts UK is ready to put digestive health on the map and start a national conversation about the importance of gut health. We know we have a long way to go so we are now looking for new colleagues who can embrace the size of our ambition and share our vision. Are you ready to use your experience, skills and energy so that we can transform the levels of research into this important and overlooked area of health?

You will join a small, professional and passionate team, all equally fascinated by our subject. If you see this as a timely opportunity to grow Guts UK so that we can reach everyone affected by conditions of the gut, liver and pancreas, come and join us. It’s time the UK got to grips with guts.



I look forward to hearing from you.



CEO, Guts UK Charity

JOB PACK

Income Processing Administrator Role: Guts UK

You will be naturally process driven, have a great eye for detail and be an Excel whizz. This role is crucial to allow the fundraising team to maintain the excellent supporter journey for our community.

About us:

Guts UK's vision is of a world where digestive disorders are better understood, better treated and everyone who lives with one gets the support they need.

It is an exciting time to join us. We are a small team of seven, but are committed and passionate, working out of two offices in London and Yorkshire. These dual locations allow us to serve as a national charity.

Our three objectives are:



Guts UK is a fast-growing charity with bold, ambitious plans for the future to discover new knowledge, new treatments and save lives.

It's time the UK got to grips with guts.

Working at Guts UK:

Guts UK's community is at the heart of everything that we do. In 2021, the patient voice had never been more prominent in our research programme. With the development of our new Expert by Experience panel, we're hoping to build on this in 2022 and beyond.

"I joined Guts UK in 2021 and I've learnt so much in my 11 months here. Every day there is a new opportunity. I feel my opinion and input is valued as a team member and it's so exciting to hear about all the new avenues we are exploring as a team to support our community."

- Chloe Lane, Fundraising Administrator.

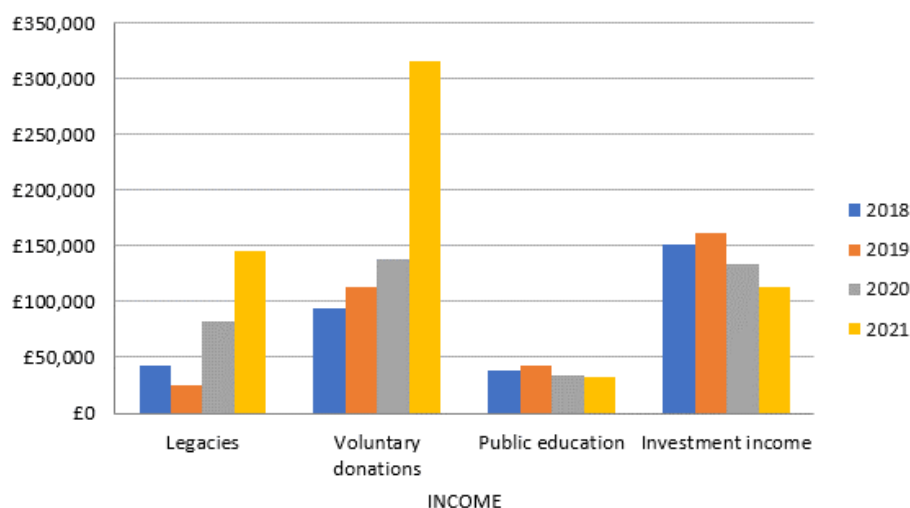
The challenge:

People are suffering. People are dying. All because of a lack of knowledge about our guts.

We've all got guts. But the fact is less than 2% of all medical research funding is spent on gastroenterology. Digestive conditions affect millions of us every day in the UK but research into our guts has been woefully underfunded for decades. Guts UK charity is the only charity funding research from 'top to tail' and we are on an ambitious journey to transform the landscape of research into diseases of the gut, liver and pancreas.

This role is responsible for ensuring an excellent level of income processing that will support the growth in fundraising activity across a range of income streams. This role will assist the fundraising team in providing an exceptional experience for Guts UK's donors and supporters. You will achieve this by processing an increasing volume of donations, ensuring that all income and detail is captured on our database, RE NXT, in an accurate and timely manner.

Guts UK's total income from 2018 - 2021:



The candidate:

You will be naturally process driven and have a great eye for detail. You will enjoy solving problems and finding ways to enhance and streamline our data processing activities. You should have a good working knowledge of Customer Relationship Management (CRM) databases and understand their importance to organisations like Guts UK. You will be self-motivated and able to work independently but also crucially, a team player, willing to work with colleagues productively and share ideas.

Job Description:

Job Title:	Income Processing Administrator
Salary:	£19,000 per annum, (pro rata £13,500 including London weighting).
Hours:	22.5 hours (3 days)
Function & Department:	Fundraising
Reports To:	Finance Manager
Location:	Central London (NW1)
Benefits include:	27 days per annum, (16.25 days pro rata) holidays plus bank holidays, 3% pension

Job summary

As Income Processing Administrator, you will be responsible for the efficient administration of donations from all sources. You will maintain accurate database records to ensure that Guts UK's donors and supporters receive an excellent service. This will involve carrying out data imports and exports, ensuring the accuracy and integrity of the database is maintained. You will work with the Finance Manager and fundraising team, providing financial and other ad hoc reports as required.

Essential duties & responsibilities

Income processing

- Process and enter all donations, hospital payments and any other income into the database, using Batch and import plugins where appropriate.
- Process and enter cheque donations on CRM and reconcile for banking.
- Carry out regular imports for online fundraising data from sites including CAF, JustGiving, Much Loved, Facebook etc.
- To understand and proactively apply the General Data Protection Regulations to all charity data handling, reporting on data health and any compliance incidents to CEO.
- Liaise with the fundraising team to ensure donations are acknowledged and thanked appropriately and in a timely manner.
- Prepare financial reports and summaries to enable the Finance Manager to reconcile all received income with bank statements.
- Ensure all filing and paperwork storage is maintained to the highest standards.
- Maintain Gift Aid declaration records.
- Prepare and submit gift aid claims to HMRC.
- Produce reports, exports and queries as and when needed by other teams.

CRM database:

- To follow established, documented procedures for all aspects of database use, including updating these procedures when needed and inform users of changes.
- Input and maintain accurate and detailed records of all interactions.
- Perform other system administration tasks, such as bulk data imports, global changes and adding new users.
- Create and/or amend supporter records on the database in an accurate manner and within agreed standards.

. Hospital leaflet services:

- Be the first point of contact for hospitals ordering Guts UK's patient information leaflets, servicing and looking after each account as a client of the charity.
- Check leaflet orders to ensure the details are correct, process and enter into the database, liaise with the supplier.
- Liaise with the Support Hub Administrators to proactively promote our range of leaflets to hospitals.
- Liaise with the Information Manager to manage leaflet stock levels and re-prints.

Additional responsibilities:

- Keep up to date with external developments in income processing, identifying new opportunities and better approaches for the charity.
- Provide cover for colleagues as directed by the line manager.
- Maintain a knowledge and keen interest in all of Guts UK's work.
- Contribute to the on-going development of Guts UK Charity and its values.
- Assisting with public events. This includes occasional travel between Guts UK's two offices (London and Huddersfield).
- Represent Guts UK positively, clearly, accurately and 'on brand'.

Person specification *(all criteria are essential unless otherwise indicated)***Qualifications**

- Minimum A-levels or equivalent.

Experience

- Experience of accurate data input, updating, and reporting using a CRM database.

Desirable:

- Experience of training and supporting new database users.
- Experience of working in the charity sector.

Knowledge & skills

- Full working knowledge of Microsoft Office 365 especially Excel and PowerPoint.
- Knowledge of and ability to implement effective administrative procedures, including file management and record keeping.

Desirable:

- Knowledge of banking processes and reporting of financial data.

Attributes & approach

- Self-motivated and able to work independently and as part of a wider/virtual team.
- Able to effectively plan and prioritise work, manage conflicting demands and meet deadlines.
- Able to develop and maintain positive working relationships with internal and external stakeholders.
- Display empathy towards our cause.
- Able to communicate effectively verbally and in writing.

Desirable:

- Willing to work flexible and unsocial hours including weekends as and when required.

Notes:

Guts UK reserves the right to alter the content of this job description after consultation to reflect changes to the job or services provided without altering the general character or level of responsibility. The above list of responsibilities is not exhaustive and may change to meet the needs of the organisation.

Guts UK is an equal opportunity employer. We welcome applications from people with disabilities and from minority groups.

If you have a disability which means you are unable to meet some of the job requirements, specifically, because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

You must be eligible to work in the UK at the time of application. If you are invited to interview, you will be asked to bring the original documentation that proves your right to work in the UK.

How to apply for this position

- Deadline for applications: **Monday 7th February 2022, 5pm**
- Interview timings: **16th - 18th February 2022**

Please send an:

- Up-to-date CV.
- Cover letter detailing how your skills and experience match the requirements of



this job description and person specification, as well as why you want to work for Guts UK.

To Alice Kington, Finance Manager: info@gutscharity.org.uk

Should you wish to arrange an informal discussion with our Finance Manager, Alice Kington, please contact Chloe Lane on 0207 486 0341 or clane@gutscharity.org.uk

We look forward to hearing from you.

www.gutscharity.org.uk