

Data Assistant

Ronald McDonald House Charities UK



Ronald McDonald
House Charities™
United Kingdom

Keeping families close™



Candidate Pack

Contents

- Information about the role
- Summary of benefits
- How to apply
- Our Stories

Information about the role

Job Title: Data Assistant

Salary: £23,500 per annum

Reports to: Database Officer

Location: Hybrid working, working two days a week from a Ronald McDonald House or office

Contract: 12 Month fixed-term contract (with the possibility to extend), full time, 35 hours a week

Job Purpose:

To play a key role in supporting the daily data operations of Ronald McDonald House Charities UK. This includes accurately importing online donations into our fundraising database, ensuring donations and fundraising pages are coded appropriately, and collaborating with House fundraisers to ensure that supporters receive timely and meaningful stewardship and acknowledgement.

Additionally, to assist the Reporting and Insight Manager in generating reports and queries, while contributing to the effective maintenance and optimisation of our fundraising database, Dynamics 365 CE, to support our mission of keeping families close to their children in hospital.

Key responsibilities will include:

Online giving & general donations

- Uploading income received from online giving sites into the Charity database
- Manual checking of inconsistencies and rejected data
- Ensuring all donations received via other means are recorded on the database
- Ensuring income received is allocated appropriately internally
- Tracking and reporting on income received weekly
- Assisting in the compilation of monthly, quarterly and annual income reports
- Liaising with the Charity fundraisers to ensure donors receive prompt and appropriate acknowledgements and expressions of gratitude

Database support

- Keeping the fundraising database up-to-date using accurate data entry in line with existing processes, as well as helping with data cleaning
- Assisting with all fundraising teams in the creation and running of queries on the database
- Logging new and amending existing donor details in the database where relevant
- Logging all queries and communication with donors

Support Organisational Processes and Training Implementation

- Ensuring that all donation processes and database functionality relating to Gift Aid declarations are in place and meet the standards laid out by the HMRC and best-practice
- Ensuring the full documentation for all Supporter Care processes and making sure these processes are understood within the team/department, including providing training and guidance, as needed, in order to provide business continuity



Information about the role

Key responsibilities will include:

Ensuring income reconciliation with finance reports

- Liaising with Finance department staff, as required, to ensure timely monthly reconciliation of fundraising income lines to bank statements, ensuring income is processed and accounted accurately

General admin

- Assisting the fundraising team with mail outs and other necessary administration tasks
- Ensuring fundraising paperwork is filed appropriately
- Answering phone calls into the fundraising office

Skills and Competencies

- Detail-oriented
- Enjoys learning new things
- Numerate and a good understanding of computer literacy
- Good Excel capabilities
- Good written and verbal communication skills
- Plans, schedules and priorities work effectively
- Respects diversity and works well with variety of different people
- Works collaboratively with others

Our Values

- We celebrate the diversity of our people and our programmes
- We focus on the critical needs of children and their families
- We value our heritage
- We operate with accountability and transparency

Our Diversity Statement

We aim to cultivate a culture of inclusion for all employees that respects their individual strengths, views, and experiences. We believe that our differences should be celebrated as this enables us to be a better team - one that makes better decisions, drives innovation, and delivers better results.

Equal Opportunities Employer:

The Charity is an equal opportunities employer and welcomes applications from all suitably qualified individuals regardless of race, ethnicity, religion, sex, gender identity, sexual orientation, disability, or age.



Summary of benefits

We are able to offer the successful applicant a highly competitive salary and benefits package



Pay

£23,500 per annum



Charity Sick Pay

20 days' Charity sick pay per tax year, pro-rata for part-time



Private Healthcare and Employee Assistance Programme

We give all staff, their spouse or civil partner and any dependant children up to the age of 25 free membership of a private medical care scheme. You can also access a free Employee Assistance Programme and Doctor@Hand service.



Pension Scheme and Enhanced Life Assurance

The Charity offers a Stakeholder Pension Plan to all salaried employees. This pension includes a minimum of cover of 1x annual salary life assurance. You will have the option to upgrade your life assurance to 4x annual salary.



Holiday and Sabbatical Leave

28 days' annual leave entitlement (including bank holidays) per annum (pro-rata for part-time), rising to 30 days (including bank holidays) after 3 years' service. You will be entitled to an eight-week paid sabbatical for every 10 years' continuous service.



Training and Development

You can request time to train or to undertake accredited programmes leading to qualifications, or, for unaccredited training, request assistance to help you develop your skills related to your job.



Enhanced Family Friendly Leave

After one year's continuous service, you will be entitled to enhanced maternity, paternity and adoption leave.



Recognition

To celebrate major service anniversaries, we give all staff vouchers which you can redeem at a number of High Street and online retailers. The value of the vouchers increase each five years. Our employee of the quarter scheme recognises five employees each quarter with a £50 voucher.



Employee Discount Scheme

You will have access to a discount scheme through Rewards Gateway; this includes discounts from a wide variety of High Street and online retailers.

How to apply

Closing date:

Sunday 2 February 2025

All applications must be submitted before midnight on this date to be considered.

Please enclose:

- A full CV
- A cover letter

Applications should be sent to:

RMHC Recruitment Team via:
rmhc.recruitment@uk.mcd.com

If you would like to talk about the role before applying, please email: rmhc.recruitment@uk.mcd.com.

All applications will be considered and then informed following the closing date if they have been shortlisted for a first-stage interview.



Fundraiser Results by Salesperson	
PARTICIPANT	UNITS SOLD
Alex	11
Oliver	18
Daniel	9
Grace	14
Sophia	21

Our stories

Unexpected complications: Lilly's story

When 10-year-old Lilly was just five, an accident at a trampoline park caused her to break her leg and left her needing surgeries, including the insertion of a metal plate. On 10 May 2021, Lilly went into Noah's Ark Children's Hospital in Cardiff, for what should have been a routine procedure to have the plate removed. However, whilst she was being anaesthetised, unexpected complications arose as Lilly's airways closed, leaving her in a critical condition and in intensive care for several days.

Thankfully, after moving from intensive care to Owl Ward, where she spent another two weeks, Lilly finally got to go home. Lilly and her mum Amy are now hoping to fundraise thousands of pounds for Ronald McDonald House Charities UK, after Amy was accommodated at the Cardiff House during Lilly's unexpected hospital stay.



Fearing the worst: Sienna's story

When Marie's waters broke at 24 weeks pregnant with her second child, she was fearing the worst. Doctors said Marie's baby girl would have a 50/50 chance of survival. Two days later, Marie, from Eastbourne in East Sussex, gave birth to tiny baby Sienna at Brighton University Hospital. She weighed just 1lb 7oz. Sienna stayed in hospital for 96 days, during which time her family was accommodated at the Ronald McDonald House Brighton.

We call ourselves 'operation buddies': Noah's story

Noah, from Reading in Berkshire, was just four weeks old when he was diagnosed with congenital nephrotic syndrome, a condition causing the kidneys to leak large amounts of protein into the urine. The first child of his parents Jessie and Thomas, Noah spent the first six months of his life in hospital, during which time Ronald McDonald House Southampton provided free 'home from home' accommodation for his family.

In November 2021 baby Remy arrived, making Noah a proud big brother and just three months later, after several years of infusions and dialysis, Noah finally received a kidney transplant. Dad Thomas was his donor and they became 'operation buddies'. Noah is now back at nursery and looking forward to starting school in September.

