



LauraLynn

IRELAND'S CHILDREN'S HOSPICE

PERSON SPECIFICATION

&

JOB DESCRIPTION

Administration & Office Manager (Fundraising)

LAURALYNN

LauraLynn, Ireland's Children's Hospice was formed in 2011 following the merging of the long standing Children's Sunshine Home and the LauraLynn Foundation, and now comprises LauraLynn Hospice Service and LauraLynn Disability Services. All services are run from our main campus in Leopardstown, Dublin 18.

Our Hospice Service provides specialised palliative care to children with life-limiting conditions and support to their whole family. We also offer a range of bereavement care, supports and events.

Our Disability Services comprises Willow View – a residential care service that is home to seven adults with complex disabilities - and Hazel House - a residential and respite care service for children with complex disabilities. While our Disability Services are funded by the Health Services Executive (HSE) our Hospice Service is mainly funded through fundraised income and private donations, supplemented with some statutory funding.

LauraLynn is a learning organisation with a volunteer ethos, with highly trained volunteers supporting staff in all aspects of the organisation's work.

VISION

To make every day better for those in our care

MISSION

To provide a Community of Care that delivers:

- Evidence-based, personalised services to children with palliative care needs, complex care needs & complex disabilities and
- Related family support services and
- A home to our residents where quality of life is paramount

VALUES

- Compassion
- Collaboration
- Excellence

PERSON SPECIFICATION

JOB TITLE:	ADMINISTRATION & OFFICE MANAGER (FUNDRAISING)
GRADE:	VI
DEPARTMENT:	FUNDRAISING
REPORT TO:	HEAD OF INDIVIDUAL GIVING
MANAGING (RESPONSIBLE FOR) :	1 X FUNDRAISING FINANCE ADMINISTRATOR, 2 X FUNDRAISING ADMINISTRATORS AND 1 X FUNDRAISING ADMINISTRATOR (CORPORATE AND COMMUNITY FUNDRAISING)

FACTOR	ESSENTIAL	DESIRABLE
EDUCATION & EXPERIENCE	<ul style="list-style-type: none"> • Relevant 3rd level degree (Administration, Management etc). • Minimum 3 years of relevant administrative management experience in people management role in a fast paced, varied office environment. • Proven advanced experience in leading process improvement, administration management and improvement of maximum efficiency goal reaching • Strong customer service experience and/or supporter care journey experience • Experience in providing innovative solutions for complex processes 	<ul style="list-style-type: none"> • Experience of working in a Fundraising, finance or compliance environment • Experience in co-ordinating administration for multiple teams with different requirements (experience of planning and allocating work across multiple teams concurrently) • Ideally experienced in managing a team through a hybrid working setup
SKILLS/ABILITIES	<ul style="list-style-type: none"> • Proficient / Advanced Excel capabilities, coupled with proven experience of working on CRM systems • Comfortable and experienced in managing difficult conversations and decision making • Can adapt quickly to change / Flexible and adaptable • Very comfortable working in a fast-paced environment 	<ul style="list-style-type: none"> • Coaching / mentoring Experience with mentoring or coaching staff, ensuring they achieve their professional goals • Strong numeracy skills • Research skills

	<ul style="list-style-type: none"> • Highly motivated • Great Communicator • Creative and critical thinker with strong attention to detail 	
KNOWLEDGE & UNDERSTANDING		<ul style="list-style-type: none"> • Good understanding of GDPR processes and best practice • Understanding of CII Fundraising Standards • Understanding of various fundraising platforms and databases • Knowledge and understanding of best practice in relation to Donor / Supporter Care
VALUES	<ul style="list-style-type: none"> • Must possess the LauraLynn values: compassion, collaboration and excellence and demonstrate these in the course of their employment. 	

Compassion, Collaboration, Excellence

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SUMMARY

Due to the growth in our supporter numbers and income in recent years, and the projected continued growth, we have developed a new role, Administration & Office Manager (Fundraising) to develop and manage an administration team (4 x Fundraising Administrators) within LauraLynn's existing Fundraising Department.

A senior member of the Fundraising Team, the Administration & Office Manager (Fundraising) will be responsible for processes and supporter care all aspects of administration of the Fundraising Department. They will be to develop and roll out efficiencies in our practices, processes and policies, to enable LauraLynn to maintain the highest standards of procurement, GDPR, fundraising governance and supporter care.

They will keep a strategic eye to the future as we grow and expand as a service across Ireland and will adapt processes and procedures accordingly and as needed

They will, where required, develop new administration processes across the team and the ensure the efficient operational running of these processes, in addition to refining and reviewing current processes.

They will be responsible for the implementation and monitoring of administration policies as set out in the Fundraising policy and they will be responsible for cross team planning and co-ordination of campaigns to ensure smooth running of administration generated by same campaigns.

They will develop and lead on the execution of a supporter journey within our CRM system across all LauraLynn's supporters and co-ordinate the rollout of the journey across the administration team.

This is an office-based role. The position is an initial 18-month contract working 27.75 hours per week.

DUTIES AND RESPONSIBILITIES

General / Team Management

- Develop and manage an independent, stand-alone administration and supporter care team within LauraLynn's current Fundraising team (currently a team of 4).
- Effectively manage the administration and supporter care team ensuring that all administration and supporter care requirements and needs are considered and dealt with and that workloads are spread evenly and contain tasks appropriate to the role.
- Enhance communication and co-ordination across fundraising areas regarding administration and supporter care tasks generated or expected from campaigns and other fundraising initiatives and set in place processes to deal with this within the administration team.
- Plan and coordinate day to day administrative procedures and systems ensure that processes are as effective as possible.
- Ensure CII codes of practice in relation to administration are fully implemented across the administration team.
- Ensure GDPR compliancy within administration team and be the primary contact to deal with any GDPR queries therein.
- Ensure any administration or supporter care related sections of the fundraising policy are effectively translated into procedures across the administration team.
- Monitor and report on the administration and supporter care function and develop KPI's within the administration team to measure effectiveness and efficiency (e.g. average processing times for donations by channel, donor response times, donor retention, donor acknowledgement times etc.)
- Create step by step guides to ensure clear understanding of processes across the team
- Problem solve and adapt processes as the fundraising landscape changes
- Examine administration practices across the team, identify opportunities for efficiency, secure support for change and deliver on implementation
- Balance workloads across the administration team and ensure effective planning and prioritization with team members

CRM

- In conjunction with the implementation of the new CRM system, adapt current administration and supporter care processes to suit new system and gain efficiencies where possible
- Working closely with the Database and Analytics Manager, ensure administration team is fully trained on new CRM processes before go-live and support team after go-live innovating and troubleshooting as required
- Seek out new, more efficient processes to replace current processes within the new CRM

Supporter Care

- Alongside other fundraising team members and the Marketing and Communications

Department, develop and plan a supporter journey for all LauraLynn supporters across multiple segments. Ensure that this journey can be managed within the administration team and co-ordinate the execution of the journey amongst the administration team members.

- Integrate this supporter journey in the new CRM as a point of origin for all touch points along the journey.
- Monitor and evaluate the journey as it progresses, enhancing when required.
- Monitor and develop systems to manage donations received through 3rd party platforms ensuring that supporter care is at the heart of the process and systems are as efficient as possible.

Other

- As LauraLynn expands across Ireland, assess the impact of expansion on administration team and the administration support required due to expansion. Adapt processes where required to manage the expansion.
- Maintain a database of all relevant suppliers, ensuring all contracts/ SLA's are up to date and recorded accordingly. Liaise with Head of Operations on any upcoming tenders, ensuring best practice is followed in relation to public policy procurement.
- Co-ordinate and manage volunteer support to assist the administration team and administration tasks when required.
- Manage rosters and liaise with staff to ensure adequate cover is in place in the office to manage administration tasks.

PROFESSIONAL DEVELOPMENT AND MANDATORY TRAINING

Maintaining the necessary skills and knowledge is important in this role. This being the case the postholder must ensure their continuous development including abiding by any professional code of practice or ethical code applicable to the role. It is also incumbent on the postholder to ensure all mandatory training deemed necessary is up to date.

HEALTH AND SAFETY

In respect of Health and Safety these duties must be performed in accordance with LauraLynn's health and safety policy. In carrying out these duties the employee must ensure that effective safety procedures are in place to comply with the Health, Safety and Welfare at Work Act. Staff must carry out their duties in a safe and responsible manner in line with LauraLynn Policy as set out in the safety statement, which must be read and understood.

QUALITY, RISK AND SAFETY RESPONSIBILITIES

It is the responsibility of all staff to:

- Participate and cooperate with legislative and regulatory requirements with regard to Quality, Risk and Safety
- Participate and cooperate with LauraLynn Quality and Risk and Safety initiatives as required
- Participate and cooperate with internal and external evaluations of the organisation's structures, services and processes as required, including but not limited to, The National Hygiene Audit, National Decontamination Audit, Health and Safety Audits and other audits specified by the HSE or other regulatory authorities.
- To initiate, support and implement quality improvement initiatives in their area which are in keeping with LauraLynn quality, risk and safety requirements.

SPECIFIC RESPONSIBILITY FOR BEST PRACTICE IN HYGIENE

Hygiene in healthcare is defined as

“the practice that serves to keep people and the environment clean and prevent infection. It involves preserving ones health, preventing the spread of disease and recognising, evaluating and controlling health hazards”.

Being a health institution hygiene plays a central role in maintaining a clean and healthy environment for our service users, families, visitors and staff. All employees of LauraLynn must always be mindful of their responsibility to maintain a high standard of hygiene including personal hygiene and as part of their role within the organisation. It is mandatory to attend infection control training yearly.

FLEXIBILITY:

This post requires a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore the post holder will be required to demonstrate flexibility on occasion as and when required by their manager.

DIGNITY AND WELFARE OF SERVICE USERS:

As a health care provider all staff are expected to behave towards service users and their families in a caring, professional and responsible manner. In line with the Trust in Care policy it is the duty and responsibility of all employees of LauraLynn, including this post holder, to report any concerns for the safety and welfare of patients to their line manager or head of department.

DIGNITY AT WORK:

All members of staff at LauraLynn have a right to be treated with dignity and respect and to work in a safe environment which is free from all forms of bullying, sexual harassment and harassment. Thus, all staff, including this post holder, have a responsibility to help maintain such a working environment. All employees must comply with the national/LauraLynn Dignity at Work policy and ensure that their behaviour does not cause offence to fellow workers or any person with whom they come into contact during the course of their work.

CONFIDENTIALITY:

In the course of his / her employment, the person appointed may have access to or hear information concerning the medical or personal affairs of service users or staff or other health service business. Such records or information are strictly confidential and unless acting on instructions of an authorised officer on no account must information be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody/destroyed in accordance with policy when no longer required.

DRESS CODE / UNIFORM:

Attire and personal appearance must, at all times, conform to a standard LauraLynn considers appropriate. Staff attached to certain departments may be required to wear a uniform or other protective clothing. Where applicable any such requirements as detailed by the immediate supervisor must be adhered to at all times.

HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)

In order to reduce the risk of HCAIs, compliance with Infection Prevention and Control policies and the attendance at infection control training, are essential for all staff members. It is paramount that each staff member practice good hand hygiene techniques. Staff members have a responsibility to report any obstacles to maintaining high standards of Infection Control and hand hygiene to their line manager or Infection Control Team

QUALITY:

To ensure the provision of the highest possible quality of service to our patients, all employees at LauraLynn have a responsibility to ensure adherence to and participation in internal and external quality control and assurance programmes on an ongoing basis.

Note: This job description is an outline of current broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. As the role develops in the organisation this job description may be reviewed in light of possible new structures and/or changing needs of the organisation.

TERMS AND CONDITIONS

TENURE:

This is Part – Time (**25 hours per week**) and **18 months** duration **Contract of Employment** with possibility of extension.

REMUNERATION:

Grade VI, **€49,041 - €59,914** (part time pro rata basis) as of **Consolidated HSE Payscales**, 01st October 2021.

Please note that whilst this position is not HSE/public funded the salary is aligned to the national HSE payscales Payment is made on a monthly basis (last Thursday) by credit transfer.

HOURS:

25 hours per week, exclusive of unpaid rest breaks. **This role is office based.**

ANNUAL LEAVE:

30 days per annum (pro rata to hours worked).

PENSION SCHEME:

Membership of superannuation (pension) scheme is compulsory. Superannuation contributions at the appropriate rate will be payable in accordance with the provisions of the determined pension scheme. Further information will be issued upon appointment to the role.

RETIREMENT AGE:

Retirement age will be determined by the superannuation scheme a new employee is aligned to. Further information will be issued upon appointment to the role.

HEALTH:

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

GARDA VETTING:

Arrangements have been introduced, on a national level, for the provision of Garda Clearance in respect of candidates for employment in areas of the Health Services, where it is envisaged that potential employees would have substantial access to children or vulnerable individuals. The successful candidate will be required to complete a Garda Vetting form prior to starting with LauraLynn.