

Job Title:	Individual Giving and Legacy Assistant
Reporting To:	Individual Giving and Legacy Manager
Salary:	£ 26,848 - £31,439
Hours:	37.5 hours per week
Duration:	Permanent
Location:	Alder Hey Children's Charity (based within the hospital), Liverpool with the possibility of hybrid working in the future

Job Purpose:	The Individual Giving and Legacy Assistant provides essential administrative and stewardship support to Alder Hey Children's Charity's Individual Giving, Gift in Wills and In Memory fundraising programmes. The post-holder supports the generation of income and delivers an excellent supporter experience. They ensure supporters and enquirers receive a prompt, warm, and appropriate response at every stage of their journey with the Alder Hey Children's Charity. The role is responsible for maintaining accurate supporter records on the Charity's CRM system (Salesforce), helping supporter administration (including Gift Aid, tribute pages, and regular giving processes), and assisting with the coordination of legacy enquiries, pledgers, and the free Will Writing service. The post-holder also contributes to the planning and delivery of Individual Giving, Gift in Wills and In Memory fundraising activity, alongside broader marketing and events support. This role sits within the Individual Giving and Legacy team which includes an Individual Giving Fundraiser and a Legacy and In Memory Fundraiser. The role also works closely with colleagues across the community, marketing and finance teams to deliver supporter journeys, website content, and the smooth running of fundraising campaigns. The post-holder reports to the Individual Giving and Legacy Manager and may liaise with external partners such as Will Writing providers as required.
Main Duties/Tasks	Principal Job Duties of Role Administration, Processes and Data • Ensure supporter records are kept accurate and up to date on the charity's CRM (Salesforce). • Complete supporter administrative processes such as tracking and taking appropriate action in relation to cancellations of regular donations/lottery, setting up of tribute pages, and Gift Aid administration. • Provide administration support for the management of legacy enquirers, pledgers and actively track the progress of live legacy cases. • Provide administration support for the management of the free Will Writing service. • To help ensure pages on the charity's website are kept up to date and work with the

	wider team to enhance those pages. • Monitor marketing resources, such as leaflets, to ensure stock levels are maintained. • Diary management, minute taking and meeting organisation. Stewardship • Deal with incoming enquires prioritising, re-directing, or responding in a timely, sensitive and appropriate manner. • Help deliver exceptional supporter care, ensuring that everyone who responds to the Charity's campaigns and appeals receives a warm, timely and meaningful thank you, helping to build long-term relationships with Alder Hey Children's Charity. • Process and action established supporter journey and activities across a variety of programmes. • Support the development and enhancement of supporter journeys. • Support the planning and delivery of all campaigns and activities, helping to inspire supporters to make a difference. • Assist with the arrangements for events to ensure that all supporters receive outstanding stewardship to establish long term commitment to the charity. General • Be an outstanding advocate for Alder Hey Children's Charity in line with the core values of the organisation. • Be an active and supportive member of the Alder Hey Children's Charity team, contributing to the team's development and working collaboratively with colleagues and volunteers. • Attend and support events run by fundraising teams where required, including occasional out-of-hours working. • Gain and maintain an in-depth knowledge and understanding of the charity's work, priorities and future plans. • Any other reasonable duties as required by your line manager.
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Person Specification

	Essential	Desirable
Qualifications, Knowledge and Experience	• Previous administrative experience gained through paid work or volunteering, ideally in a fundraising environment. • Experience of implementing efficient administrative systems and processes in a fast-paced working environment. • Strong administrative, organisational and research skills, including a good understanding of Microsoft Office packages including spreadsheets. • Experience of efficiently managing and delivering a demanding and varied workload. • Strong track record of customer relations.	• Experience of working at a charity. • Understanding of the principles behind charitable giving. • Experience of using a CRM system or database.

	Essential	Desirable
Skills and Attributes	• A collaborative and adaptable approach to working as part of a team. • The ability to develop and maintain relationships with key contacts both inside and outside the Charity and Trust. • The ability to work cooperatively with colleagues across the Charity. • Excellent attention to detail and the ability to identify and resolve problems. • The ability to communicate with empathy and a respect for confidentiality. • Commitment to principles of equality, diversity and collaborative working. • Excellent communication skills, both verbal and written across a range of audiences. • Ability to build strong working relationships. • Self-motivated and positive attitude with the ability to work under pressure in a fast-paced environment. • Ability to work in a logical and organised manner and remain focused while adapting quickly to shifting priorities and emerging demands. • Ability to work effectively as part of a team as well as independently. • Understand the necessity of dealing carefully and within data protection legislation, with confidential matters, including handling both personal and business critical information. • Excellent IT skills including Microsoft packages.	• Able to communicate respectfully and inclusively with people from a range of backgrounds, experiences and ages.
Additional requirements	• The ability to communicate sensitively and appropriately with supporters, including families of children treated in the hospital. • Strong interest in working for a children's health charity. • An understanding of and commitment to the values of Alder Hey Children's Charity. • Willingness to get involved with activities across the Charity. • Willingness to occasionally work outside of normal office hours.	

Our Values

Here at Alder Hey Children's Charity, our values guide the way in which we work. By being courageous, working together, being passionate about our work, and making sure that we are creative in what we do, helps us to deliver the support necessary so that our hospital can continue to deliver the very best care for our young patients and their families. Our values are:

Courage: we try new things and take risks to innovate and drive forward new ideas. We have the courage to speak up and take a stance. We are accountable, responsive and responsible. We are unstoppable.

Together: we work together as one team, sharing our knowledge and learning. We work in partnership with patients, families, supporters and colleagues. We are respectful, celebrate diversity and empower each other to achieve our aims.

Passion: we are passionate about what we do and why we do it. We work together to share and grow. We inspire others.

Magic: we are fun, creative and child led. We create special moments, provide little extras and go further for our brave young patients.

In April 2025, the charity adopted a four-day working week policy, meaning staff previously working 37.5 hours a week are now working 30 hours a week to enable a four-day working week. We are confident that by embracing a more flexible and balanced approach to work, we can continue to create a thriving and fulfilling work environment while driving growth and success for our charity.

Note: This job description is intended to outline the general nature and level of work performed by employees within this role. It is not exhaustive and may be subject to change or modification as required by the needs of Alder Hey Children's Charity.

Alder Hey Children's Charity will make every endeavour to make any reasonable adjustments for applicants who require assistance in carrying out their duties due to a disability. Alder Hey Children's Charity is committed to equal opportunities and positively welcomes applications from all sections of the community. Alder Hey Children's Charity is committed to safeguarding children and vulnerable adults.

The post holder will be required to complete an enhanced DBS disclosure check.