



THE ROYAL BRITISH LEGION

JOB DESCRIPTION

Job Title: Poppy Appeal Administrator

Reporting To: Finance & Administration Team Leader – Poppy Appeal

Role Purpose: Provide administrative support and excellent customer service to fundraising staff and volunteers and to the general public in relation to the Poppy Appeal

Key Responsibilities:

- Provide administrative support to the volunteers and Regional Fundraising staff concerned with conducting the Poppy Appeal and the financial returns required thereafter.
- Build and maintain good working relationships with fundraising volunteers and staff.
- Accurately record and process orders for Poppy Appeal items required by PAOs or the general public in a timely manner
- Provide advice on Street and House to House Collections.
- Have an awareness of all Poppy Appeal supplies and procedures, including despatch and delivery and liaise with the Poppy Factory in respect of special orders
- Provide an information service to volunteers and members of the public by helping to direct them to the correct departments for their requests and having a good general knowledge of The Legion and the ceremonies in which it is involved, ensuring all interactions are professional and polite.
- Provide direction to PAOs to meet critical deadlines (including cash deposits), following up those who have missed them and escalate to Community Fundraisers when required.
- Reconcile PAOs' statements against their income, investigating any variance.
- Refer unresolved issues or concerns regarding reconciliation to the Finance & Administration Team Leader – Poppy Appeal.
- Complete routine outstanding donation recovery as per schedule.
- Check and process PAOs' expenses and query where appropriate
- Attend seminars and meetings as a Finance & Administration Team representative.
- Assist with the daily post procedure.
- Greet and assist visiting members of the public and PAOs with their orders and enquiries, ensuring all procedures are followed with regard to order paperwork and cash receipts.
- Maintain complete and accurate records of financial and volunteer records on the fundraising database and within the Shared drive, complying with the Data Protection Act at all times
- Input financial batches to the fundraising database and prepare donation receipt letters.

- Prepare records for the Poppy Appeal's External auditors to facilitate the compilation of reports for Local Authorities
- Respond to queries from internal auditors as requested and as appropriate
- Any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by the line manager.

This job description reflects the current requirements of the role. As duties and responsibilities change and develop, this will be reviewed and will be subject to amendment in consultation with the post-holder.

GENERAL

- To implement the Equal Opportunities Policy into your daily activities.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC Directives, including reporting any health and safety hazard immediately you become aware of it.
- To work in accordance with the Data Protection Act (1998) and to ensure all new systems are reported to the Data Protection Officer.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL/ DESIRABLE	HOW TO BE MEASURED
QUALIFICATIONS		
Good standard of general education to GCSE level or equivalent (or proven professional experience)	E	Application/Certificates
KNOWLEDGE and EXPERIENCE		
Demonstrable Administrative Experience	E	Application/Assessment/Interview
Experience of working in a customer focussed environment	E	Application/ Interview
Basic understanding of financial/accounting principles	D	Application/ Assessment/ Interview
Experience of working with financial in-house databases	D	Application/ Interview
COMPETENCIES (with levels)		
Effective Communication – Level 1	E	Interview
Relationship building – Level 1	E	Interview
Customer Service – Level 1	E	Interview
Planning and Organising – Level 1	E	Interview
Teamwork – Level 1	E	Interview
SKILLS and ATTRIBUTES		
Knowledge and experience of the Charitable Sector, Government and/or the Armed Forces	D	Interview
Good IT skills including workable knowledge of Microsoft Office suite, particularly Excel and Outlook	E	Application/ Interview/ Assessment
Effective problem solving skills – identify and resolve and identify improvements for future	D	Interview
Strong team player able to work effectively with diverse client groups	E	Interview
Flexible and ready to adapt to changing demands	E	Interview
Attention to Detail – able to meticulously check procedures and financial information for accuracy and completeness	E	Interview
Understanding issues of confidentiality	E	Interview
Empathy with mission, objectives and values of TRBL	E	Interview