



## Mercy Ships

*A lack of safe surgical capacity causes more deaths worldwide than malaria TB and HIV combined. Mercy Ships is transforming the face of medical care in developing nations through its world class volunteer crew. We're looking for people to join our team in the UK who have a passion for our cause, the skills to be part of a global movement and the drive to see even more lives transformed – Lea Milligan, CEO Mercy Ships UK*

Mercy Ships is a faith based charity, bringing safe surgery to people in Africa who have no access to healthcare or money to pay for it. For over 38 years Mercy Ships has visited more than 55 developing nations. Passionate to serve those in need and to leave a lasting impact for the future of those we serve. Our volunteer crew represent our organisation onboard through excellence and diligence. 16 Mercy Ships offices around the world work on fundraising, recruitment and public relations

## Mercy Ships UK

The UK provides over 100 specialist volunteers to crew the hospital ship 'Africa Mercy' and provides financial resources for surgeries, healthcare, education and local partnership – bringing immediate relief to thousands of individuals and leaving a sustainable legacy of hope and healing in every nation we visit.

## Values

Mercy Ships was founded on radical compassion. By his own action, Jesus inspired us to imitate God's heart for those marginalised by poverty and disease. Mercy Ships is a diverse community made of people from all walks of life, practically demonstrating love that makes a lasting impact.

## Impact

- Over **2 million** lives have been transformed by our work since 1978, an average of **66,000** services offered per year
- We have completed more than **1100** community development projects including the reconstruction of schools, clinics, orphanages, water wells and agriculture programmes. Providing local training and infrastructures to enable and sustain their future success.
- Trained more than **5,900** local professionals (including surgeons) who have in turn trained many others, over **198,000** local people, in basic healthcare
- Our hospital ship proudly boasts a purpose-built hospital including **six** state-of-the-art operating theatres, intensive care
- We have provided care in over **50** of the world's poorest developing nations.

*I applaud Mercy Ships in their efforts of transformational development as they make a lasting difference in a world of need*

**NELSON MANDELA,  
FORMER PRESIDENT, SOUTH AFRICA**

# Donor Care Supervisor and Legacy Administrator

<b>Main Workbase</b>	12 Meadway Court, Stevenage SG1 2EF
<b>Hours of work</b>	Full time (37.5 hours plus unpaid breaks)
<b>Contract</b>	Permanent
<b>Line Manager</b>	Finance Director
<b>Line Management Responsibility</b>	4 x Donor Care Assistants
<b>Benefits</b>	<ul style="list-style-type: none"><li>• 25 days annual leave + bank holidays</li><li>• Employer pension contribution</li><li>• Medical cash plan benefit</li></ul>

## Main Purpose

We are looking for a dedicated individual to join our finance team. The Donor Care supervisor and Legacy Administrator will be responsible for 2 main areas. The first will be managing the donor care team, and to provide advice and help for all tasks performed by the team. The second will be to manage all legacy administration. The post holder will also represent Mercy Ships whilst liaising with solicitors, personal executors and legacy staff from other charities and will be expected to develop and implement legacy administration processes to manage and grow future income.

This is an exciting opportunity for an enthusiastic individual to use their skills and experience to make a positive impact on the lives of those in need.

## Main Responsibilities

### Donor Care Supervisor

- Oversee and supervise the donor care staff team, delegating tasks where necessary and monitoring the team's performance
- Help to develop our donors' understanding of how their support makes a difference,
- Support the finance team with administrative tasks.
- Taking telephone calls and processing donations as per supporter requirements
- Utilise persuasive skills, encouraging donors to continue and develop their support by giving them different options and opportunities.
- Dealing with email orders and responding / processing as required.
- Keying donations accurately and correctly onto the appropriate databases and computer systems.
- Providing an outstanding level of supporter care via the telephone or email – using professional business level English – both spoken and in writing (for email correspondence).
- Dealing with and resolving supporter queries, which may include investigating issues and putting corrective action in place
- Resolving any supporter complaints effectively
- Other duties as are within the scope, spirit and purpose of the job as requested by the line manager
- Post holder will actively follow Mercy Ships UK policies

### Legacy Administration

- Act as the main contact for legacy estate enquiries, ensuring all correspondence and income is received and recorded in the correct places.
- Responsible for the administration of all legacy case files – including residuary and pecuniary gifts. Operating within agreed schedules and processes.
- Liaise effectively with key internal and external stakeholders, including senior staff, solicitors, personal executors, next of kin and other charities, making recommendations to maximise the legacy value whilst maintaining the reputation of Mercy Ships.

- Maintain the legacy files with all relevant information relating to legacy cases.
- Develop appropriate communications for use when communicating with executors and next of kin.
- Ensure that all relevant provisions of the Charities Act 1993 are observed, seeking legacy advice where appropriate.
- Keep abreast of industry developments and relevant laws, undertaking training where necessary.

**As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder**

## Person Specification

Attribute	Essential	Desirable
<b>Education/ Qualification</b>	<ul style="list-style-type: none"> <li>Educated to degree level or significant equivalent work experience</li> </ul>	<ul style="list-style-type: none"> <li>Recognised legacy administration qualification such as the Institute of Legacy Management Certificate in Legacy Administration (CICLA)</li> </ul>
<b>Proven Experience</b>	<ul style="list-style-type: none"> <li>Proven experience of working in a similar charity and/or legal legacy administration role</li> <li>Proven experience of managing multiple priorities and case loads</li> <li>Proven experience of managing a team</li> </ul>	<ul style="list-style-type: none"> <li>Experience of developing communication materials such as thank you letters</li> <li>Good understanding of probate, trust and tax law, particularly income tax, inheritance tax and capital gains tax</li> <li>Experience of databases such as Donor Perfect</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>High level of computer literacy</li> <li>Excellent written and verbal communication skills for developing correspondence</li> <li>Ability to work on own initiative and contribute to team environment</li> <li>Ability to organise and plan own work, identifying conflicting demands and establishing clear priorities in order to meet agreed objectives</li> <li>Ability to identify and resolve problems and issues with minimal supervision</li> <li>Ability to accurately and quickly process information and undertake data entry activities</li> </ul>	<ul style="list-style-type: none"> <li>Ability to collect information from various sources, analyse findings and action such findings in a way that meets desired outcomes.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Able to actively support, promote and encourage Mercy Ships' mission and values</li> <li>Able to demonstrate initiative to achieve desired outcomes</li> <li>Strong attention to detail with a commitment to high standards of service delivery and customer care</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

### How to apply:

To join us in transforming the lives of the forgotten poor:

- ✓ Send a CV and covering letter of no more than 2 A4 pages detailing your relevant experience and why you want to work for Mercy Ships by 5pm on Friday 4<sup>th</sup> November
- ✓ Please note that first interviews will be held on Thursday 24<sup>th</sup> November 2016 with second interviews to be held the following week.
- ✓ If you do not see a role that is right for you at the moment please send a speculative application and we will keep you on file and let you know as and when suitable vacancies come up

### Equal opportunities

Mercy Ships UK is an equal opportunities employer. We welcome applications from all individuals and value diversity in our workforce.

### DBS Check:

Candidates will be asked to declare any 'unspent convictions.' Further information can be found here: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/216089/rehabilitation-offenders.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/216089/rehabilitation-offenders.pdf)

Eligible roles may require a Disclosure Barring Service (DBS) check:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/519060/Guide\\_to\\_eligibility\\_v8.1.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/519060/Guide_to_eligibility_v8.1.pdf)