



Job Description

Job Title: Income Generation Coordinator

Responsible to: Head of Fundraising

Department: Income Generation and Communication

Location: London, SE1 4LX / hybrid working

Salary: £25,279 (inclusive of Inner London Weighting Allowance)

Hours: Full time 35 hours per week

Contract: Permanent

Updated: July 2025

Carers UK relies on voluntary income, our future plans will depend on unrestricted income to meet the growing need.

Main Responsibilities

Fundraising donor support:

1. Administrative support to Head of Fundraising to monitor and develop the legacies, individual giving and payroll giving targets.
2. Individual Giving: working closely with the Head of Fundraising to create a plan to steward current individual donors and develop an annual upgrade programme.
3. Payroll Giving: stewarding and thanking donors where appropriate, liaising with the Professional Fundraising companies who recruit our payroll giving donors. Ensuring invoices are paid on time. Represent Carers UK at meetings of payroll giving consortia.
4. Legacies: working closely with the COO and finance team to ensure that all incoming correspondence is dealt with in a timely manner, that open legacy case files are reviewed regularly, and the legacy spreadsheet is accurate and up to date. Answer queries from potential legators, provide potential legators with information on request.

Client Service support: Employers for Carers: Working closely with Head of Client Services and the Finance team to ensure management of incoming and outgoing

invoices and tracking payments; support ongoing client servicing by responding to general enquiries and requests for information on products and services;

Department administration and data management

6. Maintaining the Fundraising information hub, ensuring up to date and relevant information is readily available for use by the wider Income Generation team.
7. Managing the fundraising inbox
8. Assisting the Finance team with annual audit.
9. Collating organisational statistics, reports, price points, project plans, and performance indicators, updating to ensure most relevant statistics and reports are present and older data removed.
10. Maintaining an organisational calendar, to provide Fundraising with foresight of planned events occurring across the organisation.
11. Creating a fundraising data dashboard providing Fundraising colleagues with up to date performance indicators for Carers UK for use in proposals and reports.
12. Reconciliation of fundraising income, reconciling income reports provided by the Finance department to the database and providing income reports to Income Generation team colleagues.
13. Monitoring of fundraising expenditure against budgets, recording expenditure on a centralised spreadsheet, processing invoices and liaising with Finance team colleagues.
14. Providing support for the team, booking travel, providing administrative support to meetings or working groups providing additional capacity on events or projects as required.
15. To produce a monthly report to outline performance against objectives and track KPIs. To include ongoing performance against target for individual giving, payroll and legacy income streams.

Person Specification

Essential

- An understanding of voluntary fundraising and different income streams
- Excellent attention to detail and numeracy skills, swift and accurate in comprehending and producing financial reports
- Excellent written and verbal communication skills
- Excellent reading comprehension and ability to summarise information researched clearly and with brevity
- Experience of using and recording information on a client database
- Well organised and highly motivated to create and maintain efficient information management systems
- Excellent MS Office skills including MS Office 365

- Ability to manage own workload, meet deadlines, juggle multiple priorities and excellent problem solving skills
- Effective team collaborator
- Capable of working remotely, proficient in use of MS Teams and Zoom
- Commitment to the values, cause and mission of Carers UK

Standard responsibilities

- To attend staff meetings and Carers UK staff conferences as directed
- Promote equality and diversity and work at all times in accordance with Carers UK's values, policies and procedures.
- Comply with data protection regulations, ensuring that information on donors, clients, members, supporters, employees and volunteers remains confidential.
- To undertake any other responsibilities as required by the line manager that are commensurate with the level of the post

Review Arrangements

This job description gives an outline of the main duties of the post. It does not form part of the contract of employment and may be changed from time to time in consultation with the post holder.

Our Values

Carers are at the heart of everything we do. We are:

- **Attentive**
 - we welcome everyone and are always supportive and ready to help
 - we listen carefully and respond with expertise and understanding.
- **Ambitious**
 - we're courageous and innovative, aiming high and seeking out new ideas and opportunities that take us forward
 - we are always learning and improving, pushing boundaries to increase our impact.
- **Achievers**
 - we are passionate about what we do and tenacious in our pursuit of change
 - we adapt to new challenges and are always striving for excellence
 - we love to collaborate and enjoy working with others to reach our goals

Diversity and Inclusion

Carers UK is committed to becoming a diverse and truly inclusive organisation. We strive to create a workplace where our colleagues and volunteers can truly be themselves and feel like they belong and constantly seek to ensure all voices are heard.

To embrace this culture of diversity, our employee and volunteer recruitment should reflect our stakeholders and the society that we serve and support, regardless of age, race, gender, sexual orientation, physical abilities, disabilities or religious practices. We value individual diversity and are actively building diverse teams here at Carers UK and value our colleagues from a wide range of backgrounds.

As a membership charity for carers, we particularly seek employees and volunteers with a real understanding of the issues faced by carers. Reasonable adjustments can be made to the process and role dependent on the needs of the applicant.

Benefits

We understand what you need from us as an organisation and recognising that, offer you a rewarding role in a truly flexible and supportive working environment with many attractive benefits. We've developed inclusive policies and flexible working arrangements with your wellbeing at the heart of Carers UK.

- A work life balance commitment with flexible working arrangements available in a truly flexible working culture
- Hybrid working – vary your working location and hours to achieve your best performance and work life balance
- A commitment to staff wellbeing including wellbeing Wednesdays and training
- 25 days holiday (plus bank holidays) rising to 28 days with long service
- An additional 3 days paid leave over Christmas and New Year when the office is closed
- Up to 10 days paid carers leave which can be taken in hours as well as half days or full days
- A free, unlimited and confidential Health Cash Plan: including access to a 24-hour advice and support helpline; GP access; a wellbeing app; cashback to set limits for dental, optical and other health treatments plus retail, restaurant and gym membership discounts
- Organisational sick pay scheme
- Paid Special Leave
- Recognition scheme including a values winner of the month
- 6% employer contribution to stakeholder pension scheme
- Loans for bikes when you have been with us for 6 months
- Family friendly policies
- Free life insurance cover 2 times your annual salary
- Socials such as weekly quizzes and ad hoc events
- A commitment to staff learning and development including access to a learning management system
- Full access to the Digital Resource for Carers
- Induction and buddy scheme
- Equality, diversity and inclusion staff networking groups
- Two paid volunteer days per year
- Free annual flu vaccinations to those who wish to use it

We are proud to be an Employer for Carers and Carer Positive member and a Living Wage Employer. We have signed the 'Happy to Talk Flexible Working' initiative and are committed to building the best possible environment to help carers in the workforce.

As a responsible organisation, we have taken a proactive approach to managing our impact by conducting an external eco-audit of the organisation. We already have an environmental and energy policy and together with the audit recommendations which we will be working to implement we will continue to work to manage our impact. We expect all employees to help us achieve our aim of being an environmentally responsible charity.

Terms and Conditions

Terms of Appointment

Salary

£25,279 (inclusive of Inner London Weighting Allowance)

Location

20 Great Dover Street, London, SE1 4LX
Hybrid working

Hours

35 hours

How to Apply

For an application pack please visit

<https://www.carersuk.org/about-us/working-for-carers-uk>

Please also ensure you have also completed and submitted the diversity monitoring form provided on this site. The information on the form will be treated as confidential and used for statistical purposes only. This form will not be treated as part of your application.

The closing date for applications is Monday 11 August 2025, 5pm

CV, personal statement and completed monitoring forms should be emailed to recruitment@carersuk.org. Please send in your application as soon as possible. Carers UK reserves the right to appoint at any stage, should an outstanding candidate emerge.

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Carers UK anonymises all applications prior to shortlisting.

Carers UK are actively interviewing as we receive applications. Carers UK reserves the right to appoint at any stage, and close the advert prior to the closing date, should an outstanding candidate emerge.

Carers UK may carry out online and social media checks before a formal offer is made.