

JOB DESCRIPTION

Job Title:	Retail Gift Aid Executive
Function:	Public Impact
Team:	Retail
Reports to:	Retail Operations & Communications Manager
Line Management Responsibility:	None
Job Level:	Amber (F)
Location:	Save the Children UK office at Farringdon / home working on a remote first basis.
Criminal Records Check (DBS Level):	Level 1 (Basic) A Basic DBS check is available for any position or purpose. A Basic certificate will contain details of convictions and conditional cautions that are unspent. Some serious offences (usually which resulted in 4yr+ prison sentences) are never considered 'spent' and will always appear on the basic DBS check.

Our Vision for Children:

A world where every child is thriving, heard, and valued, and hopeful for a more just, equal, and sustainable future.

In the UK and around the world, our mission is to advance children's rights and power by working with our partners to design solutions and tackle the biggest problems facing children.

Our Commitment to Equality, Diversity and Inclusion:

Save the Children believes in a world that is inclusive, where equal opportunities and outcomes exist for all children, regardless of where they are growing up. We also apply this to our people - we are committed to developing and supporting a diverse, equitable, and inclusive organisation where all employees feel a sense of belonging.

Who we are at SCUK is determined by 'The How' (our mindset and behaviours) and 'The What' (our capabilities and skills). We aim to recruit, develop, and retain talented people that represent a variety of backgrounds, skills, and experiences. We welcome and actively encourage applications from anyone who feels they'd be a good fit for our organisation, regardless of race, religion, colour, age, sex, national origin, sexual orientation, gender identity, disability, neurodiversity, or any other protected characteristic.

Not only do we understand, but we champion the value that diversity brings, and believe that having a team with different voices, perspectives, and knowledge, working together, will enable us to better the lives of children around the world – the reason we're all here.

We want to transform into a lighter, more joyful, purposeful and connected and human-centric organisation that creates deep impact for children and welcome people to join us who share these values.

Function/Team:

As a Retail team, we **provide a retail offer and channel** to our supporters and mass audiences **to raise income, provide a local brand experience and engage supporters in specific products/campaigns**, through our retail chain and online.

Save the Children shops are vibrant **community hubs** with children at their heart.

Providing welcoming spaces where communities come together to create a home for loved products and a place to **share ideas**.

Where we tell children's stories and listen to their voices and we act in their spirit - with **generosity, creativity and kindness**.

Where every decision you make helps unlock a child's potential.
Together, shoppers, donors and volunteers help build a brighter future.

Your Role:

The Retail Gift Aid Executive is responsible for ensuring all aspects of our Retail Gift Aid processes, systems and compliance, are relevant, fit for purpose and delivered to a high standard.

The role will enable the retail team in its aim of raising as much money and awareness as possible for save the children's work, owning Gift Aid processing systems and utilising expertise to problem solve, drive continuous improvement, ensure compliance within regulations, and implement strategies to maximise Gift Aid revenue whilst collaborating across the Strategic Operations and Retail Operations teams to educate and train on the benefits of Gift Aid and how it works.

Your Key Performance Outcomes:

Compliance & Process

- Take ownership for the Gift Aid system and the end-to-end claims process for cash and product.
- Seek, drive, and deliver constant improvements to ensure all processes are both robust, efficient, and compliant with HMRC guidelines. Keeps abreast of Gift Aid within the sector and attends/inputs into CRA or other sector wide association sessions where necessary.
- Monitor and report on Gift Aid income, trends and opportunities via weekly/monthly/quarterly reports to inform decision-making and to help identify training opportunities.
- Continuously evaluate and improve Gift Aid to enable the retail strategy, maximising fundraising opportunities. Monitor effectiveness of different communication methods, systems and processes to introduce and implement new ways of increasing performance of the Gift Aid scheme.
- Act as a key point of contact for internal and external teams for Gift Aid. Consult with the Retail Compliance Manager, Finance, Legal, HMRC & Service Providers. Build a deep understanding of accountabilities, while constantly influencing to represent retail needs.
- Prepare all resources and stakeholder sign off for Retail Gift Aid declarations and claims – ensures the outcome is analysed and improvements implemented and monitored.
- Deliver Invoice payment process and reconciliation for Gift Aid to ensure accurate and collaborate with budget holder on spend requirements.
- Collaborate and drive accountability of the Save the Children's Gift Aid System provider to capture and produce required data for notifications, claims and donor management in the

most efficient way, review the impact of software changes on existing Gift Aid process, and communicate changes to all stakeholders.

- Lead all administration relating to Gift Aid declarations, sign ups, donor correspondence, audit, claims, and any other areas that are reflective of retail gift aid processes whilst also driving continuous improvement.
- Coordinate Retail Gift Aid audit requirements – agree shop selection with stakeholders, review of information, maintaining process updates, collating results with analysis and recommendations for improvement.
- Develop and deliver central audit requirements and lead HMRC audits for Retail when required.
- Keep all donor and shop Gift Aid data up to date and compliant consulting with shop and area teams where applicable to improve accuracy.
- Regularly research and analyse current Retail Gift Aid processes and HMRC requirements. Present proposals for developing systems and procedures that enable compliance in Save the Children's operating framework as required.

Support, Communication & Training

- First point of contact to problem solve and resolve queries from the Retail team, Supporter Care, volunteers, other teams, and donors via the Retail Support Phone Line and Retail Gift Aid Inbox relating to retail Gift Aid in a timely manner within SLA's.
- Keep Gift Aid training and communications documents relevant, up to date and with collation of completion data where appropriate.
- Collaborate with the Knowledge and Resources Executive to build and maintain effective 'How To' Guides relating to all aspects of managing Gift Aid in our shops.
- Work with the Resources and Communications assistant to build information for teams across communications, actions and expectations as needed.
- Educate and train the retail team on the benefits of Gift Aid and how it works.
- Provide training and guidance to retail staff on Gift Aid procedures and best practice. Induct new Shop Managers on the use of Digital Gift Aid and the GA processing system to maximise income.
- Visit shops on a regular basis to maintain an up-to-date view on the performance of our Gift Aid processes, systems and training, to gather feedback, spot opportunities, and to build relationships with area teams.

As part the Retail team, you will be expected to take proactive action to ensure you are managing risks and ensuring compliance against our risk management framework.

Safeguarding Accountabilities:

- Attend and actively participate in all mandatory safeguarding training sessions provided by Save the Children to stay informed about current best practices
- Remain vigilant and share any concerns relating to safeguarding (including child safeguarding, adult safeguarding and staff safeguarding) promptly, no matter how small
- Promote reporting channels internally and a 'speak up' culture
- Work collaboratively with other team members to ensure a safeguarding culture is maintained (for example, by promoting opportunities for further training on safeguarding or supporting team members to consider safeguarding risks in their project work)

The Retail Gift Aid Executive is to carry out the responsibilities of the role in a way which reflects:

- Save the Children's commitment to safeguarding children in accordance with the Safeguarding Policy and role models our Safeguarding values.
- A commitment to Save the Children's vision, mission, values, and approach.
- A commitment to effective management of risk, by operating within the Charity's code of conduct, policies, procedures, and controls and by carrying out the risk management and assurance responsibilities of the role as set out in the Risk Policy and Procedures.

Your Working Relationships:

Internal:

Retail, Risk & Compliance, Legal, Data Protection, Finance.

External:

Systems and Service Providers, HMRC.

About You:

Area specific skills, knowledge and experience required:

Essential Technical Skills:

- Good knowledge and experience of Microsoft office applications.
- Expert understanding of Retail Gift Aid processes and procedures.
- Understanding of financial compliance processes.

Personal Skills:

- Embodies and role models the Save the Children retail Ethos.
- A passion for supporting and helping others.
- A 'can do' attitude, effectively delivering the day to day needs whilst also always looking for ways to improve processes and the support on offer for retail and remove barriers that have the potential to hinder.
- Good attention to detail with a track record of accurate & punctual delivery of agreed deliverables.
- Organised with a systematic way of working.
- Able to communicate complex issues clearly & concisely.
- Ability to work under pressure to tight deadlines and manage own workload. Often a need to multitask at short notice.
- A proactive approach to problem solving.
- Ability to absorb and retain a large amount of information.
- Ability to work well as part of a team.
- Experience of volunteering or working with volunteers.
- Understanding of charity retail operations.
- Understanding of financial processes, Gift Aid, and contract management.
- Project experience.

Core Capabilities:

These are core capabilities that we have identified to be key to the delivery of our strategy and are important for teams to have, aligned to their purpose.

HUMAN CENTRICITY: We quickly adapt to changes and challenges by being flexible and innovative, with people's experience at the heart of what we do.

SYSTEMS THINKING: We understand how lots of different parts work together to create an outcome. We view the world as a series of systems and understand our role in them so we can make better decisions, be better teammates, and find many ways to be more productive.

INNOVATION: We come up with new solutions to big challenges and continuously improve. We are both great at executing known tasks and experimenting with new ideas.

USE OF DIGITAL DATA AND TECHNOLOGY: We use technology and data to enhance our work and make informed decisions. Delivering for our supporter, people and partner experience helps us test and scale new models for income and impact.

Behaviours and Mindset:

These are the behaviours and the mindset valued within the organisation, and this is how we work. It's the way we want to be with each other. All of us are accountable for striving to develop these behaviours and this mindset. We are expected to approach relationships with positive intent, for the sake of the relationship and the effectiveness of the organisation and these are applicable to everyone.

ADULT: We emphasise mutual respect, trust, and teamwork, where everyone is encouraged to make decisions, give feedback, take responsibility, and support each other's growth.

EXPERIENCE: We support and respect everyone, ensuring that our relationships, systems, policies, and work enable us to perform our best, feel valued, and make a significant impact for children.

AGILE AND ITERATIVE: Everyone adopts a flexible, emergent, and collaborative approach, continuously, testing, learning, and adapting to improve and solve problems efficiently, even in changing circumstances.