



Southampton
Hospitals Charity

Donation Processor

Recruitment pack



Welcome

Thank you so much for your interest in the role of Donation Processor at Southampton Hospital Charity. We're delighted that you're considering joining our team and contributing to the important work we do to support patients, families and staff across University Hospital Southampton. This is a wonderful moment to come on board, and we're excited to be welcoming new talent into our growing team.



Every donation we receive represents generosity, trust, and a desire to make a difference. The Donation Processor plays a crucial role in ensuring that this support is handled with accuracy, care, and integrity.

This role sits at the heart of our finance and fundraising operations, helping to ensure that income is processed correctly, recorded transparently, and used effectively to support patient care and hospital services.

Working closely with both the fundraising and finance teams, you will help maintain robust financial records, support regulatory compliance, and provide timely and reliable information that enables our teams to do their best work. Attention to detail, strong organisational skills, and a collaborative approach are key to success in this role.

Please take the time to review the attached Job Description and Person Specification, which provide further detail about the role and the skills and experience we are seeking. If you feel that this opportunity aligns with your experience and values, we would be delighted to receive your application.

Thank you once again for your interest in Southampton Hospitals Charity. We look forward to learning more about you.

Sonia Mainas
Finance Manager

About the Charity

Who we are

Southampton Hospitals Charity works to improve the care and services provided by University Hospital Southampton NHS Foundation Trust. We make grants to support with improving patient care, clinical outcomes, the hospital environment, and pioneering research.

Our incredible supporters enable us to make a difference to thousands of patients every year. Our mission is to raise funds to support world class healthcare at University Hospital Southampton NHS Foundation Trust, and we work to ensure that donations have a real impact for patients, staff, and families.

Our vision

Our vision is for Southampton to be a city of good health, enabled by outstanding medical care and innovative world-leading research.

Our mission

Our mission is to deliver grant programmes that are instrumental in driving outstanding clinical care and outcomes for patients accessing hospital and community services.

Our intention

To Think Big

We will make a significant difference to patients and their families.

To Think Local

We will become Southampton's health charity of choice.

To Think SHC

We will be a best-in-class NHS charity, delivering for supporters.

Our work so far

Modernising patient and family environments

Some of our most impactful work involves refurbishing and creating dedicated patient and family spaces across the hospital. These projects help create modern, comfortable, and welcoming wards, clinical spaces, waiting areas, and relatives' rooms.



Supporting patients in and out of hospital

We are committed to supporting holistic patient care, including patient wellbeing and prevention and early intervention initiatives that promote long-term health and independence.



Research and innovation

From research into new treatments for children with cancer, to exploring the connection between diabetes and liver disease, and investigating how artificial intelligence can support better diagnosis and treatment of patients, we are committed to supporting groundbreaking research and innovation, helping to develop new ways of working and better treatments for patients.



Job and role description

Job title: Donation Processor

Reports to: Finance Manager

Role purpose

The Donation Processor plays a key role in ensuring the accurate recording, reconciliation, and processing of all income received by Southampton Hospitals Charity. This position supports the integrity of financial data, provides timely information to fundraising and finance teams, and ensures compliance with internal controls, charity regulations, and GDPR requirements.

Main responsibilities

Donation Processing & Banking

- Process and record donations via standing orders, BACS, and other channels, ensuring all supporting documentation is filed appropriately and in compliance with internal financial procedures and details are entered into Beacon CRM.
- Download, reconcile and process reports from online donation platforms and input details into Beacon CRM.
- Support with the secure storage, logging, and transfer of cash and cheques to the hospital's cashier's office in accordance with cash-handling procedures.
- Follow up bank reconciliation of cash and cheques and update Beacon and Xero accordingly.
- Liaise with fundraising team to identify and allocate income, resolving queries quickly and professionally.
- Update bank statement spreadsheet daily and share it with the wider fundraising team.

Database & Records Management

- Input and code donations into Beacon CRM, ensuring accurate allocation.
- Maintain electronic records to comply with financial, statutory, and GDPR regulations.
- Ensure timely transfer of income data from Beacon into Xero, supporting reconciliation and month-end procedures.
- Support the preparation of Gift Aid declarations and claims in line with HMRC regulations, maximizing eligible income.
- Work with Finance Manager to ensure that the necessary accounting and reconciliation processes are in place

Person specification

Knowledge and experience

- Experience working with CRM databases (we use Beacon)
- Some experience working with financial systems (we use Xero)
- Proven experience handling and processing large volumes of data accurately.
- Excellent attention to detail, organization, and ability to prioritise workload
- Strong reconciliation and problem-solving skills.
- Accurate handling of cash and cheques.
- Good IT skills including Microsoft Word, Excel, and Outlook.
- Clear and confident communicator with strong interpersonal skills.
- Ability to work to strict deadlines within a monthly finance cycle.
- Good understanding of GDPR and data protection requirements.

Skills, abilities, and behaviours

- Ensure all work complies with charity regulations, financial policies, and legal requirements.
- Participate in training and continuous improvement initiatives.
- Contribute to a positive, collaborative team culture and provide support to colleagues as needed.
- Desirable: part-qualified or qualified in accounting (e.g., AAT, ACCA) and familiarity with Xero or similar accounting platforms.
- Experience working with Gift Aid and knowledge of HMRC rules.
- Experience working within a charity, NHS, or not-for-profit organization.

Terms of appointment and how to apply

Reports to: Finance Manager

Salary: £28,000-£30,000

Hours: 37.5 hours per week

Contract: Permanent

Pattern of work

This role is required to be fully on site.

Place of work

Your week will be split between the following locations: Ocean Village Innovation Centre, 4 Ocean Way, Southampton SO14 3JZ, and Southampton General Hospital., Tremona Rd, Southampton SO16 6YD.

Benefits of working here

- Between 5% and 10% matched pension contribution.
- 27 days paid annual leave (plus bank holidays), pro-rata according to contracted hours.
- Generous enhanced maternity, paternity, and adoption leave schemes, alongside statutory entitlements.
- Access to Occupational Health support.
- Employee benefits package via Vivup.

How to apply

For an informal discussion about the role please contact Sonia Mainas, Finance Manager via sonia.mainas@southamptonhospitalscharity.org.

To apply, please send the following to recruitment@southamptonhospitalscharity.org:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

Closing date: Friday 8 May 2026

Interviews: w/c 18 May 2026



Southampton Hospitals Charity is a charitable company limited by guarantee, registered in England and Wales (Company No: 15421829, Charity No: 1206909).

Registered Address: Southampton Hospitals Charity,
Ocean Village Innovation Centre, 4 Ocean Way,
Southampton SO14 3JZ