

Senior Income Processing Officer – Improvement Lead

Job Level	3	Kornferry Function	KF13
Directorate	Fundraising and Marketing	Function/Service	Fundraising Operations
Direct Reports	0	Indirect Reports	0
Line Manager Title	Income Processing Manager	Budgetary Responsibility	0

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. [Our Leadership Framework - RedRoom](#), along with [Our values and behaviours - RedRoom](#) and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Role description:	
Purpose	<p>Working as part of a cross-functional team, this role is responsible for the end-to-end delivery of improvement projects across the Income Processing pipeline, directly supporting team and organisational strategic objectives.</p> <p>The post holder will lead on monitoring and optimising income data flows, identifying and resolving issues, supporting system development, and embedding workflow improvements and automations. Comfortable operating in both iterative and transformational change environments, they will ensure solutions are robust, scalable and seamlessly integrated into business-as-usual processes.</p>
Key Responsibilities <i>Under maximum of 4 headings with a maximum of 6 bullets per heading</i>	<p>Process improvement and automation delivery</p> <ul style="list-style-type: none"> • Deliver effective project management, including requirements gathering, scope definition, stakeholder collaboration and risk mitigation. • Lead end-to-end delivery of workflow automations and redesigned income processing processes, aligned to organisational strategy and future-state operating models. • Lead operational input into testing and implementation of changes, maintaining awareness of wider impacts and dependencies. • Develop monitoring and reporting metrics to demonstrate efficiency savings and improvement outcomes. • Manage workshops, training and maintain clear, up-to-date process maps and workflow documentation. <p>Stakeholder partnership and change enablement</p> <ul style="list-style-type: none"> • Act as Subject Matter Expert for income pathways and data flows between banks, fundraising platforms, CRM and finance systems. • Work collaboratively across the directorate to understand the impact of projects on income processing and ensure business needs inform decision-making in line with strategy. • Work with internal stakeholders to diagnose system and process failures, identify root causes and deliver timely resolution.

	<ul style="list-style-type: none"> • Communicate changes, risks, system behaviours and workflow improvements clearly to technical and non-technical audiences, supporting consistent adoption. • Promote a continuous improvement culture within income processing and across stakeholders, embedding feedback loops to identify and resolve inefficiencies. <p>Income processing and operational assurance</p> <ul style="list-style-type: none"> • Support day-to-day income processing across multiple channels, and support accurate and timely month-end reconciliations by resolving exceptions and ensuring income is processed, coded and recorded within deadlines. • Maintain high standards of data quality and compliance, ensuring supporter records, financial coding and Gift Aid data are accurate, auditable and GDPR-compliant. • Analyse day-to-day processes to identify opportunities to improve efficiency, accuracy, data quality and donor experience. • Ensure all improvements align with compliance requirements, financial controls and organisational standards. <p>The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.</p>
Know-how	<p>Essential:</p> <ul style="list-style-type: none"> • Demonstrable experience leading end-to-end operational or workflow improvement initiatives in a complex, high-volume environment, from problem identification through to implemented and embedded change. • Strong working knowledge of income processing, fundraising operations or financial data flows, including how income is received, transferred, coded, imported and reconciled across multiple systems. • Proven ability to diagnose root-cause operational or system issues, analyse process or data behaviour, and translate insights into practical, compliant and scalable solutions. • Experience contributing as an operational subject matter expert to system or process change, including testing, implementation and post-deployment assurance. • Ability to plan, prioritise and organise work independently, managing competing priorities while collaborating effectively with colleagues across fundraising, finance, data and technology teams. <p>Effective communication and strong stakeholder management skills, enabling the post holder to navigate competing priorities while ensuring decisions align with business, system and supporter needs.</p> <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working with CRM systems, particularly within fundraising, income processing or CRM-integrated finance environments. • Experience applying automation technologies, system integrations or workflow optimisation tools to accelerate operational improvement delivery. • Experience working with third-party fundraising platforms, payment providers or banking interfaces, and understanding their downstream data and reconciliation impacts
Additional Requirements	<ul style="list-style-type: none"> • Willingness to work in regulated environments (e.g., CCTV) if required. • Occasional need to work flexibly during emergency responses or peak income periods.

Highlight bold as required	
DBS- England & Wales	Adult/ Child/ Adult & Child Workforce/ None
PVG- Scotland	Adult/ Child/ Adult & Child/ None
Access NI- Northern Ireland	Vulnerable Adult/ Child/ Vulnerable Adult & Child/ None
Driver Check	Yes/ No
International Roles Only	
International Police Check	Yes/ No
International Driving Licence for manual cars	Yes/ No

Role Reference		Review Date	
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.