JOB DESCRIPTION

Job Title: Income Administrator

Hours: 20 hours per week
Open to talking about flexibility on hours including term time only

Term: Permanent

Reports to: Head of Finance

Salary: £26,000 - £28,000 (dependant on skills and experience)
(pro-rata for part time hours)

Location: Cambridge Biomedical Campus

Who are Addenbrooke's Charity?

We are Addenbrooke's Charity. And together with supporters, researchers and hospital staff – we take what's possible in healthcare, and in every moment, we go further. That's why we power the search for new treatments and cures, and fund innovative medical technology. It's why we help hospital staff improve even the smallest details for their patients, and in how we empower staff to bring world-leading care.

Because in some of the most important, devastating moments in their lives, people deserve the very best.

We are also entering a defining chapter: alongside supporting our existing hospitals, we are helping to bring to life two once-in-a-generation pioneering new hospitals: the Cambridge Cancer Research Hospital and the Cambridge Children's Hospital. Together, these hospitals will transform healthcare locally, nationally and globally, placing Cambridge at the heart of medical innovation.

If you are motivated by impact, collaboration and the opportunity to help shape the future of healthcare, there has never been a more exciting time to join us.

We are proud to live our values everyday: We are Supportive, Innovative and Ambitious and we will always act with Integrity.

We never stop pushing what's possible, for the ones we love.

Role Summary

As an Income Administrator, you will provide reliable and accurate transactional and administrative support. The role focuses on day-to-day processing and monitoring of income transactions, ensuring records are properly maintained, accurate and up to date. The role will involve transactional and administrative support duties to the wider finance team and involve working closely with finance team colleagues, including providing cover when required.

Key Responsibilites

- Daily processing of income to the CRM
- Prepare and send sales invoices and maintain customer records
- Monitoring sales invoice receipts, highlight overdue amounts and provide credit control support
- Provide support for the various income reconciliations
- Liaise with fundraising regarding cash tins, cash from events and coin drop emptying
- Organise cash counting and banking

- Opening post and actioning all associated tasks proactively
- Provide support and cover as required within the wider finance team

General corporate requirements

a. Adhere at all times to Addenbrooke's Charity policies and procedures as varied from time to time
b. Undertake not to reveal to any person or entity any confidential information relating to donors, patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of Addenbrooke's Charity without prior authority of the Director of Fundraising or CEO
c. To ensure the effective and efficient use of Addenbrooke's Charity's resources
d. To ensure that all duties are carried out to the highest possible standard.
e. To be aware of individual responsibilities under the Health and Safety at Work Act (1974).
f. To respect the confidentiality of all matters learned in the course of employment and respect the requirements of the Data Protection Act (2018).
g. To work in line with the Fundraising Regulator's Code of Fundraising Practice 2025 and other relevant legislation and guidance
h. To ensure due regard is given to customs, values and spiritual beliefs of supporters, patients, carers and their relatives.
i. To participate in team meetings, planning and any corporate development activities and initiatives as may be identified from time to time.
j. To undertake any other reasonable task as may be identified as necessary by the senior management team from time to time.

The job description outlines the duties required of this post to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job, or the level of responsibility outlined.



We strongly encourage candidates of different backgrounds and identities to apply. Each new team member is an opportunity for us to bring in a different perspective, and we are always eager to further diversify our charity.

APPLICATION PROCESS

Please send your CV and a covering letter explaining why you are a good fit for the role to hr@addenbrookescharity.org.uk

The closing date for applications is Sunday, 6th December 2026, however we reserve the right to close this vacancy once a sufficient number of applications have been received or a successful candidate is found.

ADDENBROOKE'S CHARITY

Person Specification

Essential Skills
Experience in an administration support role
Strong attention to detail – able to spot when numbers or documents look unusual
Organised and skilled at managing day to day tasks proactively
Clear and polite communication with customers and colleagues
Ability to work independently but comfortable asking questions and highlighting issues early
Knowledge and experience of working with confidential information and data protection rules

Desirable Skills
Experience of working in a charity or not-for-profit organisation
Ability to streamline small admin tasks or suggest improvements
Experience of handling and managing cash

CURRENT EMPLOYEE BENEFITS

- Pension Scheme (Employer Contribution of 7%)
- Group Life Assurance @ 4 x Salary
- Critical Illness Cover
- Enhanced Maternity and Paternity Pay
- Annual Eye Tests
- Leisure Centre on site
- NHS Discount Schemes
- Health Cash Plan
- Employee Assistance Programmes
- 25 days of Annual Leave + Bank Holidays
- Annual Leave Purchase Scheme
- Your Birthday off
- Cycle 2 Work Scheme