



JOB DESCRIPTION – SUPPORTER CARE OFFICER

LOCATION	Bristol
RESPONSIBLE TO	Head of Corporate Partnerships
HOURS	35 hours per week
FLEXIBLE WORKING	<i>We are very happy to discuss working hours to suit individual circumstances, including as a job share or compressed hours.</i>

PURPOSE OF POST

The primary contact point for donors, prospective supporters and the general public, this role is responsible for delivering excellent customer care to everyone who wants to support Together for Short Lives. Whilst this role sits in the Corporate Partnerships team it works across Together for Short Lives' Fundraising Department, responding to enquiries using multiple communication channels, making sure data and administration is kept up to date, and delivering exceptional customer service to individual donors.

This is an essential role within the charity that would suit a confident and friendly individual, who is passionate about great customer care and supporting people to fundraise for Together for Short Lives. You will be an organised, pro-active, and reliable administrator, with great attention to detail and the ability to accurately follow processes.

DUTIES AND RESPONSIBILITIES

- Deal with all enquiries (via phone, email, social media, website) in a timely manner, ensuring great customer service, accurately logging all interactions with supporters on ThankQ CRM.
- Liaise with colleagues across Together for Short Lives to ensure enquiries receive the best possible response in an informative way.
- Ensure supporter details on ThankQ CRM are accurate, including personal contact details, donations, gift aid and methods of contact.
- Ensure all donations are banked promptly and accurate records are kept, in a GDPR compliant manner, for accurate reconciliation of monies with the Finance team.
- Work closely with the Finance Administrator to ensure all fundraising income is accurately allocated and reconciled with SAGE.
- Process individual and batch updates to supporter or customer records on ThankQ CRM and related systems including preparing data files and trouble-shooting any issues.
- Thank donors for donations and provide excellent customer service for supporters, including taking and fulfilling orders of fundraising materials.

- Managing stock levels of fundraising materials and re-ordering when required.
- Capture insight and feedback across all contacts to enable valuable reporting to be provided to key internal teams within Fundraising and across the organisation.
- Regular, timely and accurate importing of data from third party systems such as Just Giving and managing the Payroll Giving administration process, and running & submitting monthly direct debit claims.
- Working with the Corporate Partnerships team to manage the Payroll Giving administration process including data recording.
- Support the rest of the Corporate Partnerships, Philanthropy and Special Events teams on projects/activities as required, with particular focus on customer service and stewardship.
- Being compliant with Fundraising Regulator Code of Conduct and Institute of Fundraising best practice when handling supporter data and liaising with supporters.

General duties

- Undertaking a range of general administrative tasks which may vary due to the changing needs of the team.
- Adopting a positive approach to personal and professional development, engaging in monthly one to one meetings, and an annual performance review.
- To be aware of, and act on, relevant regulations i.e. The Fundraising Regulator Code of Practice; health and safety responsibilities; and adhering to these wherever you are working.
- To actively support and promote Together for Short Lives and all its policies including diversity and inclusion.
- To carry out any other duties as are within the scope, spirit and purpose of the post as requested by your line manager.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

We don't expect anyone to be an expert in all these areas. As long as you meet the person specification, we can train you in any gaps in experience.

PERSON SPECIFICATION – Supporter Care Officer

	Essential	Desirable
Specific experience required		
	Working in a customer service environment	
	Data entry including financial data and confidential information	
	Handling enquiries via phone, email, writing and digital channels	
	Complaint handling and resolution	
	Building effective relationships with key stakeholders	
Skills and abilities		
	Excellent written and verbal communication skills	Experience of working with ThankQ or a similar fundraising database
	Excellent IT literacy, including Microsoft Word, Excel, and Outlook	Experience of using SAGE or similar financial management software
	Experience of working with a CRM to record information promptly and accurately	
	Ability to work and plan independently, take instructions from others and work well as part of a team	
	Proven ability to go above and beyond to exceed customer or supporter expectations	
	Excellent problem solving skills, able to use own initiative to respond to difficult situations	
Specific knowledge required		
	Understanding of GDPR legislations and Fundraising Regulations, especially in relation to how personal data can be stored and used	
	Understanding of Together for Short Lives' vision and mission or keen interest to learn	