

## JOB DESCRIPTION

<b>Job Details</b>	
<b>Job Title:</b>	Supporter Care Officer
<b>Band:</b>	Band 4
<b>Department:</b>	Fundraising
<b>Directorate:</b>	Marketing & Engagement Team
<b>Reporting to:</b>	Supporter Care Manager
<b>Responsible for:</b>	Fundraising Volunteers and Supporter Care Assistants (as appropriate)
<b>Location</b>	Winsley

### Job Summary / Main Purpose:

Responsible for ensuring that excellent levels of supporter care are maintained at all times, this includes stewardship of existing supporters, as well as being the first point of contact for new supporters.

Constantly seek opportunities to deepen supporter engagement with Dorothy House and maximise supporter value by exceeding supporter stewardship expectations. This includes continually improving current administration and stewardship processes and delivering new processes where needed.

Ensuring all fundraising administration is completed in line with our service level agreements.

Supporting all fundraisers with excellent levels of supporter engagement, and fundraising administration.

Reporting on all financial donations, gifts in kind, ensuring all are processed and recorded on the CRM database and that all donors are thanked in a courteous sensitive manner in accordance to our service level agreements.

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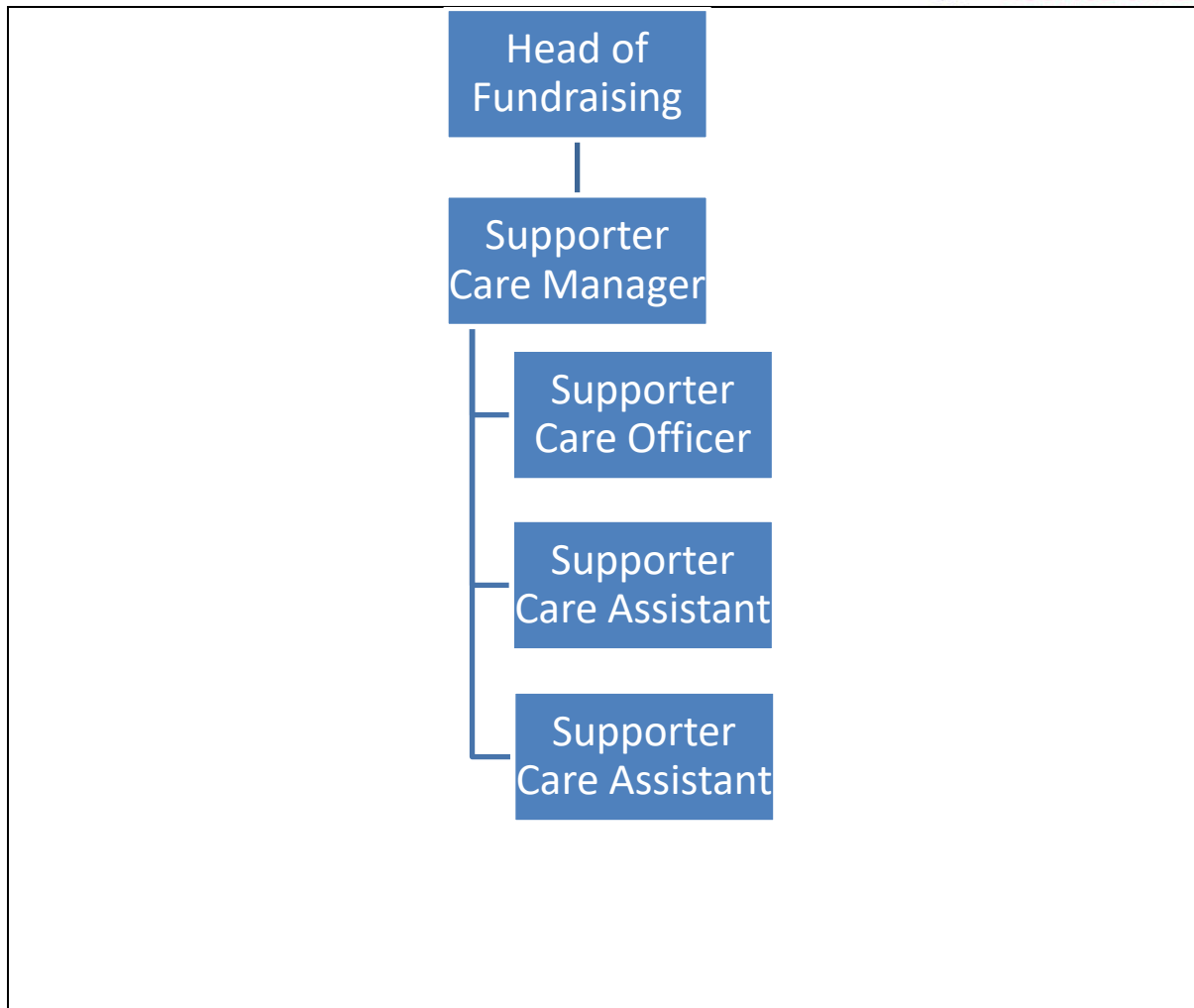
### **Principal Duties and Responsibilities**

- Support the delivery of key elements of supporter care, as agreed with the Supporter Care Manager and lead on agreed activities/tasks where required.
- Manage and respond to public enquiries via phone, post, email and social media
- Take the lead in resolving complex or difficult enquiries (e.g. complaints), liaising across the charity at all levels to achieve this where required.
- Ensure all supporter details and donations are accurately entered on the CRM database, including mailing preferences and gift aid declarations, in a consistent manner in accordance with fundraising procedures.
- Write and issue personalised responses and 'thank yous', to supporters, and or, pass these to the correct person to acknowledge, as appropriate.
- Process event entries and sponsorship forms including calculation & maximisation of gift aid where appropriate.
- Work with the Finance team to ensure a smooth and accurate accounting process including maintenance of the "cash book".
- Meet members of the public who visit Dorothy House and receive donations from them in a courteous and sensitive manner.
- Work with all areas of the fundraising Teams to support them in all areas of administration and supporter stewardship
- Record and process supporters' details and donations from external online giving sites, for example, JustGiving and Virgin Money Giving via data importing onto CRM
- Respond to requests for specific information from CRM by running reports as needed.
- Manage the team and volunteer task lists as directed by the Supporter Care Manager
- Support the management of a team of volunteers – this may include input into volunteer recruitment and training. As well as the potential supervision of supporter care assistants as appropriate.

### **Professional Development:**

- To ensure that your knowledge is continuously updated on fundraising best practice and sector changes; keeping up-to-date with knowledge through attending external training, conferences, workshops, webinars and research.
- The post holder will be responsible for continually maintaining their working knowledge of practices, policies and procedures and highlight ongoing training and development needs to their manager.

### **Structure Chart**



### **Contacts**

- Supporter Care Manager.
- Supporter Care Assistants
- Members of the Fundraising and Agency Team (Marketing and Communications)
- Members of the public and media - fostering relationships, receiving cheques, attending functions.
- Members of volunteers and support groups - contact at all levels.
- Current and prospective donors.
- Fundraisers from charities with whom Dorothy House is working in partnership to deliver services.
- Other workforce members from all areas of Dorothy House

### **Special Note**

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

### **No Smoking Policy**

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes.

### **Confidentiality**

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

### **Safeguarding**

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

### **Health and Safety at Work Act**

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

## **Person Specification –**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Good standard of English and Maths	x	
Confident using databases and Microsoft Office tools to generate and present reports.	x	
Experience in working towards and delivering revenue targets.		x
Previous fundraising or sales experience.		x
Experience of working with volunteers.		x
Excellent organisational skills.	x	
Results driven with a creative and innovative approach to problem solving.	x	
Full UK driving licence with access to a vehicle.		x