

## Job Description and Person Specification

<b>JOB TITLE:</b>	Supporter Care Officer
<b>DEPARTMENT:</b>	Fundraising & Development
<b>REPORTS TO:</b>	Supporter Care Manager

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### Core Purpose:

To provide excellent supporter care to potential and current supporters and to assist the wider fundraising team in working towards the overall goals of Make-A-Wish.

### Responsibilities:

#### Fundraising first line support and customer contact

- Be a key contact to deal with all supporter queries to effectively manage first line support
- Implement Supporter Journeys
- Build relationships with supporters that you will be managing
- Manage and support communication channels for Fundraising including telephony, on-line, post and social media within the agreed timescales
- Keep up to date with all areas of Fundraising and upcoming projects

#### Stewardship

- Establish the needs of the supporter during the qualifying communications
- Identify correct supporter journey and ensure all support materials are sent out according to agreed timescales
- Ensure all supporters are thanked and that pledges are closed within agreed timescales
- Be responsible for checking and contacting non-paying supporters
- Work with the Fundraising and Marketing Teams to ensure stewardship materials are relevant and up to date
- Support the organisation during key fundraising campaigns
- Ensure fundraising stock supplies are maintained and managed

#### Management of aligned supporters

- Manage the relationship with supporters from the applicable levels of the donor pyramid to ensure Fundraising income targets are achieved
- Communicate regularly with relevant members of the Fundraising team about supporters you are managing in their region/area
- Notify relevant members of the Fundraising team of supporters that sit within their level of the donor pyramid

### Database/Content Management

- Ensure all donations are processed onto the database using the correct coding
- Manage imports for the Fundraising team, including donations, registrations and online fundraising pages and ensure they are coded correctly
- Work with suppliers to ensure all imports are as efficient as possible
- Ensure supporters are linked to the correct section of the database
- Work with the wider Fundraising team and suppliers to ensure that as much income as possible is Gift Aided and declarations are recorded and stored appropriately
- Process Direct Debits, standing orders and other automated bank transfers
- Maintain database integrity and accuracy of records

### Reporting

- Be responsible for report generation, scheduling and distribution for the wider Fundraising team

### Volunteer Management

- Manage office volunteers who assist with the fulfilment of fundraising materials ensuring they feel welcome, valued and are supported to carry out tasks effectively

### Additional duties

- Any additional future duties that are appropriate to the level of the role of Supporter Care Officer and in line with the development of the Supporter Care Team

### **Person Attributes:**

#### Experience, Skills and Knowledge

- High level of organisational and time management abilities
- Experience of working in a customer focused environment
- Experience of using database systems, Word, Excel and Outlook
- Excellent administration skills
- Proven experience of effective verbal and written communication skills
- Ability to build relationships and relate well to different types of people

#### Leadership and Management

- Ability to use own initiative
- Work collaboratively and have the ability to consider their impact across all areas
- Support Make-A-Wish and its goals at all times

#### Personal Qualities

- Personal commitment to and understanding of equal opportunities
- Flexible in your approach to work, including working out of hours when necessary
- Ability to represent Make-A-Wish professionally at all times
- Excellent attention to detail