

Job description

Job title:	Supporter Care Officer
Team:	Supporter Care and Database Services
Location:	Hybrid – minimum 3 days at our Aldgate, London office
Hours of work:	37.5 hours
Contract:	Permanent, full-time
Benefits include:	33 days (plus eight bank holidays) 8% employer pension contribution (Aviva) or access to continue NHS Pension Enhanced maternity, paternity, adoption, and shared parental pay Free health cashback plan Free employee assistance programme Learning and development commitment to staff Health and wellbeing commitment to staff
Reporting to:	Supporter Care Manager

Background

Today, dementia is the leading cause of death in the UK. By 2025, more than one million people in the UK will be living with this often devastating condition. Millions of us will know someone living with dementia. Many will be directly affected it – as the incredibly difficult role of carer often falls to friends and family members.

Dementia UK is a values driven charity, providing specialist dementia support and advice for families through our Admiral Nurse service. Our nurses help people living with dementia stay independent for longer and support the people caring for them so that they will have the strength to cope with the bad days, and the energy to enjoy the good days.

We value our people so it's important for us to create a working environment that looks after our workforce, enabling everyone to achieve their full potential. You will become part of a diverse and dedicated team, working in an environment where you can collaborate, be respected and thrive.

Purpose of job

The Supporter Care team are responsible for providing the highest level of customer care to all those who interact and support Dementia UK. Alongside this the team are responsible for financial processing - ensuring income is captured correctly on our database, Raiser's Edge.

This role will involve working as a key member of a busy Supporter Care team helping to maintain and drive fundraising growth across a number of income streams. You will achieve this by ensuring the best possible supporter experience for all of our donors and by proactively improving processes and ways of working in support of this overarching responsibility.

Reporting to the Supporter Care Manager, the Supporter Care Officer will deliver excellent customer care to supporters and potential supporters of Dementia UK responding to enquiries via post, email and telephone while working closely with our database to maintain the quality of information available and assist with gift processing.

Due to the nature of the work, this role involves being on a rota system with fixed days for working in the office each week.

Key accountabilities and responsibilities

Stewardship

Responsible for welcoming, assisting and responding to enquiries from existing supporters and new donors that we receive over telephone, email and post.

Providing a high standard of customer service with each interaction to build a warm community of supporters.

Responsible for thanking our supporters, adapting and personalising templates as needed to deliver high quality thank you letters to our supporters in a timely manner.

Problem Solving

Investigating complaints and complex queries to provide a full and satisfactory response as needed.

Finding creative solutions to problems that arise to ensure that the supporter experience is prioritised as much as possible.

Internal Relationships

Work with teams across fundraising to provide and receive information about fundraising activity so this information can be confidently communicated to supporters at every opportunity.

Compliance

Handle sensitive data such as credit card information and process confidently and securely.

Assist with the processing of postal donations from our supporters in a timely manner – to lead on handling post received to the office and assist with processing cheques, cash and charity vouchers onto our database and then follow up with thanking, personalizing where needed.

Enter and maintain accurate records on our fundraising database, Raiser's Edge – to be able to pay close attention while entering and maintaining records on our database. To be proactive when working on the database to highlight and correct errors where possible.

Planning

Work with the Supporter Care Manager to review and update Supporter Care procedures as processes adapt and evolve and new processes are created.

Additional general responsibility All staff should actively promote the core Values of Dementia UK whilst working towards achieving the strategic objectives of the Charity, focusing on the impact of the departmental Operational Plan. Supporting the management team to ensure that Dementia UK fulfils its obligations for the Health, Safety and Security of all employees and relevant stakeholders including Volunteers. Represent Dementia UK in relevant charity sector initiatives and ensure that the Charity continues to learn from and share information with internal and external stakeholders as appropriate. Promoting equality of opportunity, diversity, and inclusiveness to ensure that the delivery of people management, policies, and systems through all aspects of the Charity are fair, transparent, and consistent, without prejudice or discrimination to all internal and external stakeholders.

This is not a contractual document and is subject to variation from time to time as circumstances dictate. This job description summarises the main duties and responsibilities of the post and is not a full and exhaustive list of tasks. All Dementia UK staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

Key Skills

The skills, abilities, experience, and knowledge outlined below provide a summary of what is required to carry out this job effectively; together with the selection criteria required to demonstrate competency to carry out the role.

Qualifications Skills and Experience

Essential

- High computer literacy with comprehensive knowledge of Microsoft Office applications, especially Word, Excel and Outlook.

Desirable

- Experience of Fundraising databases including Raiser's Edge

Personal Attributes

Essential

- Excellent communication skills, both oral – including telephone – and written.
- Excellent attention to detail and numeracy skills.
- Excellent interpersonal and donor care skills.
- Able to prioritise and organise own workload and able to adapt to changing demands in a busy environment.
- Ability to work effectively as part of a small team and to take initiative when appropriate.
- Ability to clearly represent an organisation with confidence to an external audience
- Ability to perform administrative and process-based tasks where required.

Desirable

- Experience of delivering high quality supporter/ customer care.
- Experience of working in fundraising or a charitable organization

Person specification

Essential Qualifications, knowledge, skills, and experience			
Criteria	Application	Test	Interview
Experience of call handling and speaking to supporters	X	X	
Complaint Handling Experience	X	X	
Maintaining key KPI's and SLA's	X		X
Experience of building positive relationships, call handling as well as income processing	X		X

Desirable Qualifications, knowledge, skills, and experience		
Criteria	Application	Interview
Experience of using Raisers Edge	X	
Experience in an administrative role	X	
Strong attention to detail		X
Knowledge of charity and data protection laws	X	X

Personal attributes		
Criteria	Application	Interview
Excellent organisational and planning skills with the ability to multi-task and prioritise workload	X	
Excellent communication skills – in writing, face-to-face and over the phone	X	X
Enthusiastic, energetic and adaptable, with a 'can do' attitude		X
Able to work effectively as part of a team	X	X

Our values

Compassion
Collaboration
Ambition
Integrity