



Supporter Relations Officer Job Description

Main purpose and scope of the role:

This is a fantastic opportunity for someone looking for their next step in the charity sector, as you will get the chance to further develop your knowledge and skills in a dynamic and varied fundraising environment. You will play a key role in the Supporter Relations and Gifts in Wills teams, organising and supporting their day to day operations. You will be responsible for helping maintain the integrity of our supporter database and for facilitating key fundraising appeals and campaigns.

Position in organisation

Reports to: Supporter Experience & Legacy Manager

Responsible for: Day to day supervision of Supporter Relations Administrators & Team Volunteers

Key Working Teams: Supporter Relations, Gifts in Wills, Individual Giving, Fundraising, Finance, Retail, Lottery

Key Working Relationships: Supporter Relations Administrators, Individual Giving Officer, In Memory Officer

Weekly Contracted Hours : 35 hours per week

Location: Canterbury (Occasional cross-site working and travel to Ashford & Thanet)

Key Duties and Responsibilities:

Supporter Experience

- Work with teams across Income Generation to understand their supporter experience needs and requirements.
- Provide high level support to Income Generation colleagues to facilitate a wide range of fundraising appeals, campaigns & events.
- Ensure all supporter communications and journeys are reviewed and developed in line with our strategies.
- Work closely with the Supporter Experience & Legacy Manager to ensure the Supporter Relations team are well informed and briefed on all key activities.
- Work with the fundraising teams to proactively share knowledge and information to identify opportunities which enhance and improve the supporter journey, creating a positive supporter focused working environment.

Database Management & Integrity

- Have a high level of understanding of our CRM (Donorflex), its functions and tools. Be able to troubleshoot non-technical issues and provide basic support and training to the Income Generation Team.
- Have a robust knowledge of UK GDPR and the Data Protection Act 2018, ensuring compliance across all fundraising activities.
- Import standing orders, Direct Debits and event registrations from external platforms (including CAF, JustGiving, Website and others) whilst maintaining accurate supporter records.
- Maintain and update supporter records so that Pilgrims have an accurate representation of its donors and their giving history.
- Regularly audit Gift Aid records and submit accurate tax claims to HMRC.
- Identify, analyse and report data insight to colleagues, to help inform fundraising performance and future activity.
- Analyse campaign results to inform data selections for a variety of Direct Marketing, In Memory, Fundraising and Events activities.
- Understand income classifications and processes in order to undertake regular reconciliation between finance and fundraising systems.
- Responsibility for consistency, accuracy and compliance of data entry in our fundraising CRM.

Administration

- Ensure all supporter care processes are documented, understood and reviewed in full, periodically.
- Build relationships with bereaved supporters over the phone or via email in an appropriate and sensitive way.
- Supervise Banking Volunteers across our hospices and provide assistance where necessary.
- Collate information requested by the auditors to ensure compliance.
- Assist the wider fundraising team with administrative tasks which includes fulfilment of event packs.
- A willingness to work some evenings and weekends as required (time off in lieu will be given).
- Undertake any other duties commensurate with the level of the post, as requested by the Supporter Experience & Legacy Manager.
- Deputise on behalf of Supporter Experience & Legacy Manager when required.

Cross Team/Site Working

- Travel to, and work across all three hospice sites in Canterbury, Thanet and Ashford, maintaining a regular presence at each hospice.
- To have an understanding and working knowledge of the administration and income processing of legacy case files.
- To have an understanding and working knowledge of maintenance of legacy case files to ensure audit requirements are met, and legacy administration is comprehensive.

General Responsibilities

Corporate Governance

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct. Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety

Under the Health & Safety at Work Act (1974), the post holder must take reasonable care for their own health and safety and that of others who may be affected by their work.

Code of Conduct

The post holder is required to observe the following principles:

- Make the care and safety of patients their first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for their own work
- Show commitment to working as a team by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospices reputation

Flexibility

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

Pilgrims Hospices Person Specification

	Criteria	Criteria Tested At		
		Application	Interview	Essential
Experience	- Experience working in a professional environment - Experience working as part of a team - Experience of working with sensitive and confidential information - Experience of using a CRM database	☒ ☒	☒ ☒	☒ ☒
Skills/Abilities	- Strong attention to detail and the ability to assess accuracy across a CRM - Fully IT literate and conversant in the use of Microsoft Office applications - Exceptional organisational skills and the ability to plan and prioritise work to achieve objectives whilst maintaining quality and meeting deadlines - Ability to build and maintain positive relationships and contribute to a positive team spirit - Full driving licence, and use of a vehicle - Excellent communication skills with the ability to confidently communicate with a broad range of people in an appropriate and sensitive way	☒ ☒	☒ ☒	☒ ☒
Knowledge	- Good understanding of GDPR data protection legislation - Working knowledge of Gift Aid regulations - Understanding of Fundraising practices - Understanding of data segmentations including hierarchy and selections	☒ ☒	☒ ☒	
Qualification /Training	Minimum A level or equivalent	☒	☒	☒

	Proficiency in Microsoft products, including Word, Excel and Outlook with the ability to use these tools efficiently for data management, reporting and communication.	☒	☒	☒
Other Requirements	- Sensitivity to and willingness to develop an understanding of Hospices and end of life care - Proactive and flexible 'can do' attitude - Motivated and highly organised - Calm under pressure	☒ ☒ ☒ ☒ 	☒ ☒ ☒ ☒ 	☒ ☒ ☒ ☒