

DEMELZA HOSPICE CARE FOR CHILDREN

JOB DESCRIPTION

JOB TITLE - Supporter Relations Manager

REPORTS TO - Senior Supporter Relations Manager

RESPONSIBLE FOR - Supporter Relations Administrator, Supporter Services Coordinator, Supporter Services Data Administrator, Collection Pot Distributor and Supporter Services Volunteers

PURPOSE OF ROLE

To manage the Supporter Services Team and provide strategic leadership to provide excellent supporter care. Represent supporter interests and liaise with all teams in Fundraising to ensure product and service information is provided at a high level of supporter satisfaction. To maintain a culture of continuous improvement, monitor and review compliance.

To support the Demelza fundraising database, ensuring it continues to provide high quality information for reporting and analysis. Ensure timely and compliant recording of financial and personal information.

KEY RESPONSIBILITIES

- To manage and develop the Supporter Services Team with responsibility for Supporter Services staff and volunteers. Develop performance targets and quality control measures and ensure they are met. Carry out regular one to one's, team meetings and annual appraisals.
- Manage the Supporter Services Team to provide a quality low level stewardship program across all Fundraising Teams, ensuring supporters receive excellent care and support and feel valued in their support of Demelza.
- To provide support for the Fundraising database, Raiser's Edge NXT, with particular responsibility for high quality, accurate and timely recording of financial and personal information.
- Database reporting, providing information and statistics to help the Fundraising and Marketing team develop a strategy for growth.
- Lead the Supporter Services Team in providing a high level of supporter care, working across Fundraising Teams to ensure an adequate knowledge of products and services.
- Use Service Level Agreements to ensure the needs of the Fundraising Team and supporters are met as well as KPIs to monitor performance.

GENERAL RESPONSIBILITIES

- To support with managing and developing systems and processes in support of high quality delivery across all Fundraising activity, to ensure data integrity, compliance and consistency across the board.

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- To develop and lead on the infrastructure to deliver low level stewardship to a high standard for all Fundraising supporters, ensuring supporters feel valued, informed and thanked in a timely manner.
- To support the implementation of strategies department wide for donor journeys which utilises data insight to maximise income and engagement with Demelza.
- Provide effective management, and conduct performance and development reviews of staff and volunteers to ensure motivated performance, high quality service delivery and achievement of the business plan.
- Ensuring the accuracy of all data files and being responsible for data integrity and data hygiene. Ensure that all staff and volunteers have regular and up to date training to ensure data integrity is maintained in our Fundraising database.
- Creating standard and adhoc reports for managers to evaluate results.
- Ensuring that the Supporter Services Team have the skills and knowlegde to deliver excellent supporter care.
- To be open to developments with the Fundraising database and new technologies which may streamline processes or enhance income streams for the Fundraising Team.
- Ensuring the Senior Supporter Relations Manager is thoroughly briefed about any issues of worklaod which might affect our ability to deliver outstanding supporter care.
- Keep abreast of sector developments and maintain up to date knowledge of changes in supporter care protocol to ensure Demelza remains competitive and complaint.
- To ensure that all activity is run in compliance with key rules and regulations, including the Fundraising Regulator, Institute of Fundraising, HMRC, General Data Protection Regulations (GDPR), Information Commissioners Office (ICO), and SORP, keeping abreast of all developments and guidelines.
- To undertake any other reasonable duties that may be appropriate in order to help achieve the Fundraising strategy for Demelza.

PERSON SPECIFICATION

Essential

- Experience of managing and leading a team, encouraging development, innovation and collaboration, ensuring the team are empowered to deliver excellent supporter care
- Excellent communicator, persuasion, negotiation and influencing skills with the ability to build good relationships with key stakeholders, both internal and external
- A customer care professional, with demonstrable success at leading the delivery of high quality customer care within a charity or commercial environment
- Proven experience of working with a database to accurately record information as well as producing reports and analysis
- Proficient organiser who is able to re-prioritise a changing workload

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- Excellent IT skills, including a comprehensive knowledge of the Microsoft Office suite of programs especially Word and Excel
- Experience of developing and implementing new systems and business processes
- Proven ability to work to a high standard and with an eye for detail, working under own initiative and overseeing multiple projects simultaneously.
- Proven ability to understand and analyse data in order to report effectively in performance
- Able to work under pressure, solution focused, meet tight deadlines and provide pragmatic problem solving solutions
- Able to work on own initiative, or collaboratively being a good team player
- Full understanding of confidentiality issues and integrity to handle highly sensitive situations and data protection

Desirable

- Qualification in Customer Care or member of a professional Customer Care organisation
- Evidence of continued professional development
- Experience of working with Raiser's Edge NXT
- Highly numerate with ability to interpret numerical and statistical information
- A sophisticated understanding of 'ways of giving'
- Previous experience of working within the charity or hospice sector

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on site and off site methods.

All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

ISSUE DATE: October 2019

REVIEW DATE: October 2020

VERSION NUMBER: 1

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