



JOB DESCRIPTION

Job Title: Supporter Care Officer

Department: Fundraising

Responsible to: Supporter Care Team Leader

Location: Hospice in Gravesend

Hours of work: Part Time – 30 hours per week.

Requirement to work evenings and weekends as necessary, with time off in lieu.

Role purpose

You will act as the first point of contact for our supporters when they contact the hospice to make a donation or with queries. Your role will include making sure income from various sources is inputted into our fundraising database (Donorflex), and our supporters are thanked in a consistent and timely manner. You will also ensure that all data is accurately inputted to enable us to provide the very best supporter journeys for the people that make our work possible.

Internal Key relationships

- Supporter Care Team Leader
- Database & Insight Manager
- Supporter Engagement Manager
- Supporter engagement officers (x2)
- Individual Giving Manager
- Senior Individual Giving Officer
- Senior Supporter Engagement Officer (x2)

The duties outlined below are not definitive and may be changed in accordance with the needs of the organisation.

Duties and Responsibilities:

The list below is not exhaustive but will give an overview of expectations.

You work will include:

- Be the first point of contact for existing supporters and new donors who respond to our fundraising activities by the phone or by email.
- Ensure supporter records are updated and personalised relevant communication of thanks are sent in a timely, appropriate and warm manner.

- Ensure that 95% of all thank you letters take no longer than 5 working days, from the day it was received, to be sent to the supporter.
- Proactively phone and email active and lapsed supporters to declare their Gift Aid status and support the work of **ellenor** to increase income and reduce the attrition rates.
- Input of supporter information onto a database, ensuring that all information is entered accurately.
- To contribute to the day to day operation of the Lottery Program process.
- Receive telephone calls from players, prospective members and other enquirers regarding the lottery and react accordingly to the call ensuring that all amendments are communicated to other departments where necessary.
- Balancing and completion of end of week procedure ensuring that the weekly draw can progress in a timely manner.
- Ensure that all work is undertaken in compliance with the Gambling Act 2005.
- Maintain accurate records of community, corporate and events fundraising activities on the database.
- Import event and donation data on to the database to ensure accurate.
- Ensure up-to-date supporter information by recording changes including mailing preferences, address details and financial information
- Work closely with the Fundraising and Finance Departments to ensure the accurate coding of income to the correct source and supporter.
- Ensure Gift Aid declarations are accurately validated, recorded and processed in line with agreed protocols.
- Assist in the ongoing Gift Aid campaign to source more Gift Aid declarations through proactively calling and writing to supporters.

General:

- Adapts and develops in line with the changing needs of the role,
- Acts as an ambassador for **ellenor** in order to raise the profile of the organisation at a local, regional and national level, as required,
- To maintain up to date mandatory and essential to role training
- Works flexibly across sites and departments from time to time as may be requested by their managers,
- Undertakes other duties commensurate with the seniority of the post as may be requested by their managers,
- To follow all policies and procedures,
- To be aware of the staff values of the **ellenor** and to behave as a fit representative.