

Supporter Experience Executive



The role reports to: **Supporter Experience Team Lead**

The contract is: **Permanent**

Grade: **4**

The hours are: **37.5 hrs per week**

Location: Our head office is at St Barnabas House. You will have a base location at one of our offices (Chestnut Tree House/Martlets/St Barnabas House). This is a Group role with weekly some travel between sites required. How, when and where you work will be agreed with your line-manager balancing the needs of Southern Hospice Group, the team and you.

Job purpose

The Supporter Experience Executive is responsible for delivering a high-quality, consistent supporter experience across Southern Hospice Group (SHG). The role supports the effective management of supporter care and engagement across all three hospices, ensuring that donors, fundraisers, and community supporters receive timely, accurate, and personalised communications.

The postholder oversees the efficient processing and recording of donations across all income streams, including regular giving, maintaining high standards of accuracy, compliance, and data integrity. The role also manages the administration of in-memory giving, including coordination with funeral directors, in-memory platforms, and associated products, ensuring a sensitive and well-managed supporter experience.

Working closely with fundraising team, the Supporter Experience Executive responds to supporter enquiries, supports the delivery of campaigns and activities, and contributes to the development of effective stewardship processes. Through these activities, the role helps to build and maintain strong supporter relationships and supports the delivery of sustainable income across SHG.

Internal relationships

Internal colleagues and teams across the Group.

External relationships

- Members of the public
- Key stakeholders for In memory products
- SHG supporters, donors, volunteers & other representatives of SHG supporter database.

- SHG families, patients and other beneficiary groups.
 - Staff members across the organisation.
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Key duties and responsibilities

Key Responsibilities

- **Donor Care & Engagement:** Serve as the first point of contact for the general public, supporters and internal staff for any fundraising queries, delivering a professional and personalised experience to Southern Hospice Group supporters, families, and the wider community.
- **Communication & support:** Deliver a first-class experience to supporters by engaging in positive conversations and enquiries via phone, email, post, and social media, ensuring timely, professional, and empathetic responses that reflect the ethos of Southern Hospice Group. Maintain and update standard organisational FAQ's.
- **Database administration:** Maintain high-accuracy records, including updating CRM systems (Raiser's Edge). Responsible for processing donations and registration data in line with Southern Hospice Group protocols.
- **Donation processing:** To input and accurately record all donations onto Raiser's Edge.
- **Best practice engagement:** Manage and record complaints in an appropriate and timely manner. Identify any trends and work with the wider department to address any systemic issues.
- **Stewardship & journeys:** Send communications to supporters as part of their stewardship journey, such as thank you letters and welcome packs where needed.

Provide administrative support for specific supporter groups within individual giving, community and events such as In Memory and regular giving programmes (depending on the portfolio).

- **Insights support:** Monitor supporter interactions and feedback to identify public responses to campaigns or organisational announcements, recommending improvements for the supporter experience within the Southern Hospice Group.
- **Campaign support:** Support the fundraising department with administrative tasks related to the fulfilment activity for any fundraising campaigns, community events. Management of stock levels for merchandise related to all campaigns.
- **Equipment and materials management:** Manage and maintain fundraising equipment and materials, including gazebos, banners, collecting tins and event signage. Ensure equipment is organised, stored appropriately and available for community fundraising

activities and events. Support the preparation and transportation of equipment for fundraising activities where required.

Flexibility

This job description is intended to provide a broad outline of the role. The post holder may be required to carry out other duties commensurate with their banding and competence.

The post holder may have tasks or responsibilities delegated to them, appropriate to their level of competence. They may also be expected to delegate tasks or responsibilities to other employees within the team, as appropriate.

Person specification

What you'll bring:

	Essential criteria	Assessment method
Education/Qualifications	A good standard of general education to GCSE level or equivalent.	Application Certificates
Experience	- Previous experience in supporter care, customer service, donor stewardship, fundraising or front facing roles involving dealing with the general public and their enquiries. - Proven experience of administration or data inputting, including a working knowledge of databases. - Experience in Fundraising product administration such as Much Loved highly desirable. - Experience in the charity or hospice sector is highly desirable.	Application Interview References
Knowledge, skills and abilities	Communication: Excellent verbal and written communication skills across a range of communication platforms for engaging with a range of audiences including patients, families, and community partners. Well-developed interpersonal skills with the ability to communicate with sensitivity and compassion.	Application Interview References

	• Attention to Detail: Strong organisational skills and a high level of accuracy in managing sensitive data and supporter records. • Teamwork: Ability to work collaboratively with colleagues and volunteers to achieve the goals of Southern Hospice Group. • Technology: Proficient in MS Office (Word, Excel, Outlook) and experience with CRM databases. • Data entry: A thorough understanding of data entry and use of CRM systems is essential. • Excellent keyboard skills: Must be computer literate with a good understanding of how information systems can support the efficient and effective delivery of customer service • Multi-tasking: An ability to manage multiple priorities and ensure deadlines/service levels are met.	
Personal attributes and values	• Empathy & Compassion: A genuine commitment to supporting people during challenging times, reflecting the values and mission of the Southern Hospice Group. • A professional and accountable approach to all areas of work with the desire and commitment to continuously improve.	Application Interview
Other	• Standard DBS • A valid UK driving licence and use of own car. • Willingness to travel between sites as required	Application Recruitment checks

Other duties

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

Assistance

The hospices have the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of health and safety.

Confidentiality

You should be aware of the confidential nature of the hospice environment and/or your role. Any matters of a confidential nature relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

Data protection

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

Health and safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions, and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

Infection control

Infection control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the hospices' Infection Prevention and Control Policies.

Safeguarding

At Southern Hospice Group, we are committed to safeguarding and consider that it is everyone's responsibility. Most colleagues are considered to be People in a Position of Trust. This is because you are employed in a position where you may have direct or indirect access to children, vulnerable adults or information in relation to those persons. All staff and volunteers are required to be aware of and adhere to Group safeguarding policies and attend the appropriate training as and when necessary.

Travel

The organisation has offices in Arundel, Hove and Worthing and you will have a base location at one of these. Where it is a requirement of the role to work across our different offices, it is anticipated that you are likely to spend up to two days a week working at one or more of these locations, as required.

Vision and values

Our vision is to ensure that anyone facing a life limiting illness should receive the care and support they deserve. Our values are that we are *Caring, Connected* and *Courageous*.

Job description

This job description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the hospices.