

## Job description

### Supporter Care Assistant

<b>Reporting to:</b>	Events Manager (but supporting the whole team)
<b>Staff responsibility:</b>	N/A
<b>Salary:</b>	£24,700 per annum plus £2,000 London weighting if applicable (home address within M25 perimeter/regardless of how often travel is required into the office/pro rata if part-time) Contributory pension scheme
<b>Location:</b>	Hybrid - London or home-based within the UK. Minimum two days a week in London office
<b>Holiday entitlement:</b>	27 days plus three discretionary days between Christmas and New Year and statutory holidays
<b>Terms and conditions:</b>	Full time, 35 hours a week. The post holder may be required to work some evenings and weekends. Time off in Lieu will be given in line with the charity's policy
<b>Contract:</b>	Permanent

## About Bowel Cancer UK

We're the UK's leading bowel cancer charity. We're determined to save lives and improve the quality of life of everyone affected by bowel cancer. We support and fund targeted research, provide expert information and support to patients and their families, educate the public and professionals about the disease and campaign for early diagnosis and access to best treatment and care.

We currently have around 90 staff based in England, Wales, Scotland and Northern Ireland. Thanks to the generosity of our community, we're in a privileged position to be able to grow our staff team to deliver our ambitious strategy, [On a Mission](#). There are huge challenges facing bowel cancer patients across the UK and our community needs us now more than ever. We're building a strong and united team to bring us closer to a future where nobody dies of bowel cancer.

## Job summary

The Supporter Care Assistant is the first point of contact for supporters. They're key to making sure everyone fundraising for us feels supported and appreciated through excellent communication. This is a great first job in fundraising for someone looking to build a career.

The right candidate will love building relationships, have excellent attention to detail and enjoy working through processes. You'll be able to manage a busy workload which depends on meeting deadlines and be a team player with excellent communication and people skills. Above all you'll have a real desire to make a difference to the lives of people affected by bowel cancer.

## **Main responsibilities**

- First point of contact for supporters on the phone and by email
- Manage email inboxes and ensure queries are answered quickly and accurately
- Work with the team to ensure fundraisers are supported, have all the information they need and are aware of the importance of their gifts
- Add supporters to relevant email journeys to ensure an on-going relationship
- Thank supporters for their gifts and fundraising activities
- Manage lower-level fundraising activities
- Maintain accurate records of all supporter interactions on the charity's database (Raisers Edge)
- Provide support across the team with tasks such as preparing key fundraising campaigns, attending events and sending out fundraising items

## **Other duties**

- Help any office volunteers to carry out administrative or fulfilment duties
- Ensure conformance with current and evolving fundraising regulation and guidance
- Undertake any other duties as required by the Events Manager, Supporter Retention Manager, Community Fundraising Manager, Head of Public Fundraising and Director of Fundraising

## **Person specification**

### **Qualifications and experience**

- Experience of providing customer service, ideally in an administrative capacity

### **Knowledge, skills and abilities**

- Excellent verbal and written communication skills with the ability to adapt style appropriately and deal with supporters or external stakeholders at all levels
- Able to work to tight deadlines
- Great attention to detail
- Able to work as part of a team with others in all levels of the organisation
- Must be able to prioritise, manage time effectively and organise own workload
- Knowledge of IT packages including Word, Excel, Teams and Outlook (essential) as well as a CRM database (desirable)
- An understanding of Gift Aid and GDPR guidance (desirable)

### **Personal qualities**

- Warm and friendly manner and enjoy building relationships
- Self-sufficient and happy to initiate, implement and complete tasks with minimal supervision
- Understanding of and commitment to the values, aims and objectives of the charity
- A commitment to equal opportunities and anti-discriminatory practice

## **Safeguarding**

Safeguarding is everyone's responsibility and we're committed to safeguarding children, young people and vulnerable adults and we expect all staff and volunteers to share this commitment.

Successful candidates may be subject to either a satisfactory basic or enhanced disclosure from the Disclosure and Barring Service (DBS) dependent upon the role.