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| Job Title (Location) | Supporter Care Assistant (Glasgow or Hammersmith office)                                                    |
| Salary Band          | Band 4- Salary Range £27,728- £30,162 plus London Weighting of £5,791 to £6,032 (only applicable in London) |
| Annual Leave         | 27 days plus 9 Bank Holidays for full-time hours                                                            |
| Reports to           | Supporter Care Manager                                                                                      |

### About Maggie's

We provide free cancer support and information in our specially designed centres across the UK and online. Working alongside NHS hospitals, Maggie's centres are staffed by expert Cancer Support Specialists, Psychologists and Benefits Advisors, helping people to take back control when cancer turns life upside down.

Our ambition is for Maggie's to be there for everyone with cancer. Our long-term aim is to make sure that Maggie's is available at all 60 NHS cancer sites across the UK. We will ensure that nobody living with cancer is unable to access the expert psychological, practical and emotional support they need. In the next five years we will be halfway to achieving this goal with Maggie's centres being operational or planned at 30 major NHS cancer sites.

### About the Post Holder

You will be passionate about delivering sector leading supporter care which builds supporter loyalty and contributes to the delivery of innovative and high quality communications. You will have excellent numeracy and financial reconciliation skills, and be able to handle a variety of different income streams. We are looking for someone with exceptional communication skills who can handle a wide range of enquiries through email, telephone, and post from new and existing supporters as well as people who use our centres. We want you to be comfortable with outbound calls to our supporters to steward and develop fundraising opportunities.

You will be able to establish strong collaborative working relationships both internally and externally to effectively work with colleagues across Scotland, England and Wales at all levels in the organisation as well as various external suppliers. At all times, you will be able to judge the most appropriate style, tone and level of content for any communication. You must have a close attention to detail, strong IT skills and be comfortable using Microsoft Office (especially excel) and our in-house database (Charity CRM).

### About the Role

This fast-paced varied role provides our donors and fundraisers with excellent, sector leading supporter care which builds supporter loyalty and contributes to the delivery of high-quality, innovative communications. In addition, the post holder would sensitively and empathetically handle calls and e-mails from people with cancer and their friends and family signposting them to their nearest Maggie's and the cancer support we provide.

The role works closely with our fundraising and finance teams to accurately record and approve income from a variety of streams (BACs, cash, cheque, fundraising platforms, DDs etc.) onto our Charity CRM database. You will regularly use our database to update supporters' contact details, mailing preferences and log communications. Duties will include working with third party providers for appeal response handling and fundraising material fulfillment as well as banking pickups and direct debit processing. The postholder will work as part of a high performing team and will 'step-in' for other colleagues when required, particularly during busy periods or staff absence and annual leave. Regular out-of-office work and UK travel is required. Your main base

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will be either our Glasgow or London office depending on candidates preferred location.

### **Key Responsibilities**

- Deliver excellent supporter care and agreed stewardship journeys to our donors, fundraisers and event participants through effective communication via inbound/outbound calls and e-mail. Identifying opportunities to steward and maximise the lifetime value of that supporter.
- Manage and respond to a wide range of enquiries from supporters, people with cancer and their friends and family, volunteers, centre fundraising staff and third-party suppliers.
- Remain professional and helpful at all times in order to develop and sustain supporter relationships whilst adding value to the supporter's experience.
- Ensure accurate banking and recording of all donations to Maggie's. Including processing income from a variety of online fundraising platforms to ensure funds are attributed to the correct donors and mailing preference applied to donors records on our database.
- Thank donations via email, letter and telephone appropriately, ensure that requests to gift aid those donations are included where appropriate and a clear financial audit trail is provided to our finance team.
- Liaise with Maggie's Finance team to ensure that accurate financial records are maintained & financial best practices are adhered to.
- Compliantly add new Gift Aid Declarations to supporters records on the database and prepare manual Gift Aid claims to HMRC.
- Set up new donors who request to donate each month via a direct debit, work with third party DD provider to action any amendments or cancellations.
- Process data from Direct Marketing Campaigns.
- Utilise all functionalities of the database to manage and accurately record supporters details; promote consistent and efficient use of the database.
- Work closely with colleagues to ensure that all work requests (internal and third party) are actioned in a timely and appropriate manner and that all deadlines and SLA's are met.
- Utilise volunteers to deliver agreed tasks and projects with guidance from the SCT Manager.
- Welcome change and suggest improvements to processes to be more efficient, cost and time effective. Document changes and add new processes to the team Process Library.
- Assist members of all teams with activities as agreed with the SCT Manager.
- Deliver plans to deadlines agreed by SCT Manager and/or Head of Donor Support Services.
- To adhere to all regulatory and best practice requirements as defined by the Institute of Fundraising; Information Commissions Office; Scottish Fundraising Standards Panel and Fundraising Regulator; Direct Marketing Association; HMRC any other appropriate regulator.

### **Essential skills and experience**

- Educated to Higher/A Level or equivalent professional experience in a related field
- A minimum of 1 year's experience in supporter care/customer service.
- Experience of data input and general use of databases.
- Experience working to, and delivering, targets & KPI's within tight and shifting deadlines.
- Excellent planning, organisational and time management skills.
- Proven ability to work under minimal supervision and act on own initiative when necessary.
- Good understanding of GDPR and how to record supporter mailing preferences.