

Job Information Pack



Supporter Services Officer

Birmingham Women's and Children's Hospital Charity
5 Rowchester Court, Whittall Street, Birmingham B4 6DH

Registered Charity Number 1160875



Welcome

Thank you for your interest in working with Birmingham Women's and Children's Hospital Charity.

We exist to support the unique work of Birmingham Women's and Children's NHS Foundation Trust, which provides world-class care to women, children and families right across the country.

Our charity has helped our Trust – the only one of its kind – change the face of healthcare through pioneering research, revolutionising treatments by setting new national standards in care and purchasing state-of-the-art equipment which has saved lives.

The work we do has an impact across the UK and beyond, improving outcomes for many hundreds of thousands of women, children and families and we're incredibly proud of it.

But we also have ambitious plans to grow, taking our annual fundraised income from £10million to new heights as we strive to significantly increase the impact we make across our incredible hospitals.

As part of this growth and with support from our board of Trustees we're investing in our team to help us achieve our goals.

We have an exciting future ahead of us as we continue to be pivotal in providing the highest quality, world-class care and treatment women, children and families want, and more importantly deserve.

This is an exciting time for the right individual to make a truly transformational impact. If you'd like to join us on our journey, we'd love for you to be part of our passionate team. We look forward to receiving your application.



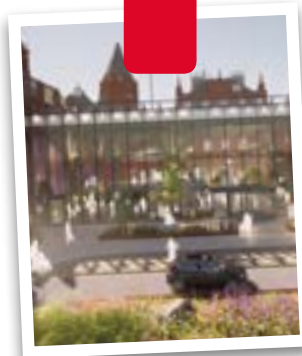
Mark Bridger
CEO of Birmingham Women's and Children's Hospital Charity

We Support Our Trust Across Four Key Priority Areas



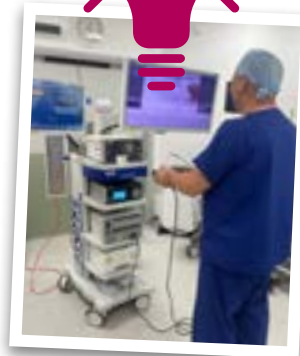
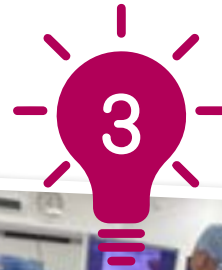
Patient and Family Experience

By funding family-friendly spaces, improved ward décor and sensitive and appropriate bereavement support services, we can have a huge impact on a patient's wellbeing and overall experience.



Hospital Environments

Every family should feel comfortable and confident about what lies ahead. We fund everything from the refurbishment of waiting areas to the creation of new dedicated buildings – so our hospitals reflect the world-class care patients receive.



Technology and Equipment Advances

With technological advances moving quickly, our hospitals rely on charitable funding to help them lead the way. We have some of the best clinicians in the country working with us and it's important they have the best tools and kit to work with.



Research, Learning and Innovation

It's our job to encourage the next great idea, so we can eliminate diseases and find kinder treatments. Our funding has delivered internationally recognised research which has discovered new cures, treatments and approaches.



Our Charity Values

Our charity's purpose and vision is to inspire our community to transform lives. To bring this to life, we all live by a clear set of values which allow us to work together to achieve our ambitions.



Be A United Team

We believe in each other and collaborate at every opportunity. We recognise every member of our team has a unique part to play in our success and understand it's only by working together we will maximise our true potential.



Bring The Fun

We take fundraising seriously, but also know how to make it fun. We love the work we're fortunate to do and the people we're fortunate to do it with. We live life to the full and believe our best comes from this energy.



Make Today Count

We're here to transform lives. We get things done and are not afraid to fail. We recognise every day represents an opportunity to try something new, to learn and improve. Above all, we celebrate our gains as individuals as well as a team.



Keep Your Axe Sharp

We recognise and honour the time we give to work, our families and ourselves. We understand selfcare plays an important role in allowing us to be and give our very best.



Winning Hearts And Minds

We earn trust and loyalty by acting with integrity and respect. We steward every gift as if it's our own and take pride in demonstrating our impact.



Key Information

Hours:	Full time (37.5 hours per week)
Contract Type:	12-months fixed-term contract
Salary:	£26,530 - £29,114
Annual Leave Entitlement:	27 days paid holiday (pro rata) per year, plus bank and public holidays. After five years of service the paid holiday entitlement will rise to 29 days, and then to 33 days after 10 years' service
Reports To:	Senior Supporter Services Officer
Accountable To:	Head of Fundraising Operations and Data as well as the Charity Board of Trustees
Probation Period:	Six months
Notice Period:	One Month
Place of Work:	Birmingham Children's Hospital with occasional work at Birmingham Women's Hospital

Job Summary

The Supporter Services Officer is responsible for supporting the Senior Supporter Services Officer in delivering excellent supporter care.

The role is primarily based at the fundraising office at Birmingham Children's Hospital, with the requirement to also work from the fundraising office at Birmingham Women's Hospital and sometimes from home.



Principle Duties And Responsibilities

The post holder will deliver an excellent fundraising administrative and support service, both externally for supporters and internally for the wider fundraising team.

The post holder will:

- Deputise for the Senior Supporter Services Officer when required
- Be responsible for the day-to-day operations of the supporter services office, often working unsupervised and autonomously in line with departmental procedures and policies
- Be responsible for identifying, implementing and developing new policies in-line with the wider public fundraising strategic development
- Act as the first point of contact for supporter enquiries. Providing a high level of customer service delivered through inbound, outbound and fulfilment administrative activity (telephone, postal, email and web based etc) to supporters, volunteers and external suppliers
- Be responsible for counting, balancing and processing cash, cheques and a range of other financial information
- Work with the Senior Supporter Services Officer to ensure continuous development of activities, systems and processes relating to all aspects of fundraising and administration for supporters
- Have autonomy to manage their personal workload in line with key objectives set to ensure agreed targets, service levels and strategies/policies are met at all times.

100,000

sick kids are treated at our Children's Hospital every year

8,000

babies are birthed at our Women's Hospital every year

£10m

raised in 2023/2024

£13m

deployed across all our hospital sites in the last two years



Specific Key Responsibilities

- To deliver an excellent Supporter Services administrative function to ensure fundraising activities are fully supported by an effective administrative process
- To be responsible for processing significant quantities of personal and financial data, in accordance at all times with all Data Protection Regulations and Privacy legislation
- To ensure the safe collection, processing, balancing, and banking of donations made on or off site in accordance with standard procedures and systems
- To lead on small scale Supporter Services projects, providing regular progress reports and evaluations to the charity's senior leaders
- The post holder will have financial responsibility for receiving and checking significant quantities of cash and card transactions and day-to-day responsibility for balancing and banking
- To be responsible for the recording of donations and other financial data onto the fundraising database and handwritten ledger, always ensuring accuracy at all times
- To accurately enter, input, import, export, load, cancel, cleanse and archive supporter data within the CRM database and other relevant records
- To respond to all inbound enquires in a prompt, efficient and helpful manner and within agreed timescales and service levels
- To respond to all outbound and fulfilment administrative activities in a prompt, efficient and helpful manner and within agreed timescales and service levels
- To produce, collate, order and distribute requests relating to supporter events e.g. mass mailings campaigns, collection buckets and promotional equipment
- To contribute to the on-going improvement of administrative procedures to achieve optimum efficiency and customer service as delivered by the Supporter Services Team
- To keep well informed of all fundraising activity in order to identify cross team opportunities where appropriate.

Communication And Working Relationships

The post holder will:

- Communicate externally with supporters, understanding their motivations for visiting the hospital or supporting the charity
- Communicate internally with Trust staff and deliver training and guidance to members of the wider fundraising team on supporter services processes
- Build and maintain relationships with a number of key supporters as the first point of contact, communicating information about the impact of the charity and the changing fundraising needs
- Deal with large numbers of day-to-day and regular correspondence, phone calls and other communication methods often dealing with multiple supporters at any one time
- Be expected to maintain effective communications and relationships with colleagues across the fundraising team and Trust with the ability to balance relationships, whilst dealing with complex situations and activities
- Display excellent time management skills
- Proactively develop good working relationships with internal and external stakeholders
- Maximise all opportunities with supporters and potential fundraisers who contact the charity – using their persuasive and motivational skills to encourage them to continue to support the charity on a long-term basis
- Monitor potential opportunities and threats and ensure internal and relevant external audiences are aware of both
- Identify any cross-working opportunities, feedback to the relevant teams and take appropriate action
- Collaboratively work across other fundraising activities within the team when it's the right opportunity for the supporter.



Analytical And Judgement Responsibilities

The post holder will:

- Be required to work autonomously, managing their own workload and prioritising tasks to ensure self-set and instructed deadlines are met
- Deal with large datasets of both personal and financial data and have good accuracy and analytical skills, as well as a strong understanding of Data Protection regulations
- Need to monitor and analyse trends in donations, and in the external market, making decisions and judgements based on these changing variables to maximise income and deliver the best experience to our supporters
- Need to be a flexible and quick thinker, often being the only team member available to make decisions on the appropriate course of action to deliver the best outcomes to our supporters.

Planning And Organisational Skills

The post holder will:

- Need to be extremely organised; this is a role in a busy department where tasks will have competing deadlines and significant variation day to day, so the ability to plan and manage duties effectively is key.
- Need to be agile and effective in managing complex time management situations on a daily basis, often dealing with multiple supporters at any one time
- Need to organise their duties/tasks for each day whilst also prioritising effective delivery of our services
- Make decisions regarding implementation of daily and longer term plans for data capture, set rotas, make updates and additions to supporter services policies and procedures, and be responsible for developing and meeting a range of performance KPIs
- Represent supporter services on department-wide projects, working alongside the Senior Supporter Services Officer to feedback and plan key workstreams in relation to these projects
- Assist the Senior Supporter Services Officer to develop, prepare and deliver the long-term Supporter Services Strategy, alongside implementation of day-to-day plans and procedures
- Adhere to all charity procedures at all times, maintain accurate record keeping to ensure effective relationships with all supporters, identifying, implementing and developing new policies in-line with strategic development
- Work with all teams to create, monitor and develop effective and efficient processes
- Support key strategic projects for example, the volunteers and ambassadors programme, digital fundraising and hospital relationships in order to ensure our sustainable income growth and impact
- Create and maintain up-to-date records using Salesforce and maintain meticulous donor records of all activities
- Ensure all work is in line with the Fundraising Regulator requirements
- Plan and organise complex activities including risk assessments, external liaison, logistics, income and expenditure, reconciling accounts, evaluations and future recommendations.



Role Development

Other tasks, commensurate with the seniority of the post, will be allocated over the duration of the contract of employment dependent on the needs of the charity and the development of the post holder.

The post holder will seek to actively develop the charity in response to the continually changing environment in which it operates and to take advantage of developments in best practice, new technology, and other opportunities which present themselves.

Health And Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures the agreed safety procedures are carried out to maintain a safe environment for staff and visitors to the charity.

Equal Opportunities

The charity has a clear commitment to equal opportunities and has in place an equal opportunities policy which provides for equality of opportunity in all aspects of employment and charity services and avoids unlawful discrimination. It is the duty of every employee to comply with the letter and the spirit of the charity's policy.

Conflicts Of Interest

The post holder will at no time use or abuse their position for personal gain or to benefit their family, friends or other private interests. Any interest, direct or indirect, with contracts involving the charity must be declared and any private profit repaid to the charity.

A role description is a reflection of the current position and may change emphasis or detail in light of subsequent developments as the charity is a fast-paced environment. Duties may change from time to time, in consultation with the post holder.



Is This Role For You?

Every role at Birmingham Women's and Children's Hospital Charity helps ensure our success and there are certain skills necessary to support this.

We're looking for someone who has the following experience or demonstrable transferable skills:

Qualifications

- Educated to GCSE Level or equivalent experience working in a customer-facing role
- Qualified user of Microsoft Office package, or equivalent working experience
- Full driving license.

Knowledge And Nature Of Experience

- Experience working in a busy fundraising environment
- Experience working in a busy customer-facing environment
- Experience of using a CRM/customer database to a complex level
- Strong understanding of Data Protection/GDPR principles
- Experience of using a charity CRM (preferably Salesforce) to a complex level
- Understanding of the charity sector.

Analytical And Judgement Skills

- High emotional intelligence and exceptional interpersonal skills
- Be able to empathise with people's stated needs and emotional drivers
- Self-aware: know gaps in your own knowledge and skills, and not be afraid to ask for assistance
- Honest with a high degree of personal integrity
- Always keen and able to learn and improve
- Able to gather, analyse and evaluate frequently to ensure all learnings are recorded and the team is continually evolving and improving in line with industry and the Trust
- Positive in outlook: always looking for the best outcomes from dealing with people and situations.

Professional, Managerial, Specialist Knowledge

- Peer management skills: know how to get the best out of people who may have multiple objectives and tasks that may be different to your own
- Mentoring experience to provide advice and guidance to other members of the team
- Ability to use all Microsoft Office packages to a complex level
- Ability to use a CRM/customer database to a complex level.

Personal Skills, Abilities and Attributes

- Encourages effective communication between colleagues, donors, departments, stakeholders etc
- Develops partnerships and actively maintains them
- Anticipates barriers to communication and takes action to make improvements
- Is persuasive in putting forward own view and that of the organisation
- Communicates effectively and calmly in difficult situations and with difficult people
- Is proactive in seeking out different styles and methods of communication to assist longer terms needs and aims
- Monitors the quality of work in own area and alerts others to quality issues, reporting any errors or issues to the appropriate person.

Professional Development

We're committed to your continuing learning and development. As a charity, we ensure the time, resources and assistance are set aside to support you to maximise your potential and growth.



What We Offer

We're committed to equal opportunities and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

We offer

- Flexible working with the opportunity to work from home one day per week to support work-life balance
- Generous annual leave entitlement with additional leave for long service
- Enhanced sick pay
- Enhanced maternity pay
- Free flu and COVID-19 jabs
- Charity events throughout the year
- Employer enhanced auto-enrolment pension scheme with 8% employer contribution
- Ongoing commitment to education and professional development

Successful candidates will have access to vulnerable beneficiaries and will therefore require an Enhanced Disclosure from the Disclosure and Barring Service (DBS).

How To Apply

Find out more and details of how to apply [here](#).

If you think you have the qualities we're looking for and the desire to contribute, please download the Job Description and Person Specification and send us a CV and covering letter explaining how you meet the criteria for the role. Make it clear why you would like to be considered for it.

If you think you could do the role, but don't have all the desirable experience, we would still welcome an application from you.

The closing date for applications is Thursday 5 December 2024 with interview dates being held on Thursday 12 December 2024 at our Fundraising Office, 5 Rowchester Court, Whittall Street, Birmingham B4 6DH.

If you would like to discuss this opportunity further or have any questions about the role please contact ruth.millard1@nhs.net.

