



Supporter Services Assistant post

Thank you for your interest in the Supporter Services Assistant post.

In this multi-faceted essential role, you will be the first point of contact for our supporters and provide high-quality customer service and support, from handling enquiries through to resolution, processing income donations, sending out donation thank you letters and supporter materials, all in a professional manner.

It is an exciting time to join King's College Hospital Charity and the Fundraising and Communications Team to support our innovative and ambitious fundraising targets.



We recently had our biggest ever team at the 2024 London Landmarks Half Marathon, with 96 runners representing Team King's and over £85,000 raised for our hospitals.

The Great Hospital Hike, our flagship fundraising event, also raised over £160,000 for our hospitals, with our supporters walking the 18-mile route from King's College Hospital in Denmark Hill to the Princess Royal University Hospital in Bromley.

Fundraisers taking part in the Great Hospital Hike.

For more information on the team's work, visit <https://supportkings.org.uk/support-us>

We want to hear from you if you are interested in helping us make a difference in our communities, you enjoy speaking to people and possess the skills and knowledge for this role outlined in this job pack. To apply, please send a cover letter of no more than two pages, setting out how you meet the criteria and a **CV by 12th August 2024** to HR@supportkings.org.uk.

We welcome applications by individuals from all backgrounds and identities, and an equal opportunities form is included with the pack. While completing it is voluntary, it would be helpful if you do so and return it with your application, as this helps us monitor our reach within all our communities. We look forward to receiving your application.

Connect with us



020 4526 8050
info@supportkings.org.uk



King's College Hospital Charity
Coldharbour Works, 245A Coldharbour Lane, London SW9 8RR.
Registered Charity No. 1165593. Company limited by guarantee
registered in England and Wales number 09987908.

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King's College Hospital Charity Runners at the London Landmarks Half Marathon.

About us

King's College Hospital Charity is dedicated to supporting life-changing care at King's College Hospital NHS Foundation Trust. King's patients are at the heart of everything that we do. We make the best care for patients possible by raising money for cutting edge equipment and facilities, supporting our staff, innovative research and pioneering treatment. We support initiatives that improve health, work that helps to prevent people from becoming ill, and projects designed to improve diagnosis, treatment and care. More information on our work can be found at <https://supportkings.org.uk/who-we-are>.

We are a friendly, diverse and inclusive team, committed to Diversity, Inclusion and Equity in all that we do. We welcome applications from people of all backgrounds and identities.

Our Values

Our values underpin everything we do at King's College Hospital Charity and are the golden thread that runs through the very fabric of who we are and how we operate.

- We are caring and supportive.
- We are ambitious.
- We are innovative and creative.
- We are collaborative.
- We have integrity.

The Fundraising and Communications Team

The team is responsible for both our Fundraising and Communications work. This varied and diverse team covers our communications work internally and externally, our fundraising work with Trusts and Foundations, Philanthropy, Supporter Engagement, Individual Giving and Community and Events with the Director of Fundraising and Communications leading and having overall responsibility for the team's work.

The Role

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The Supporter Services Assistant is often the first point of contact at the charity for supporters - handling enquiries, processing income, sending out donation thank you letters supporter materials and mass postal mailings, where required.. You will combine excellent supporter care and customer service with administrative efficiency and attention to detail to ensure that the supporter experience is smooth and positive from start to finish. You'll be skilled at listening and responding to queries appropriately, both over the telephone, via email and letter.

You will use the Access Charity Customer Relationship Management (CRM) database to make sure all necessary information is recorded consistently, kept up to date and maintained in accordance with database management procedures. You will work closely with the Database Manager and Senior Fundraising Operations Officer to highlight opportunities for improvements to processes and procedures.

Job Description

Team	Fundraising and Communications
Location	Hybrid – minimum two days per week at our office at 245A Coldharbour Lane, London SW9 8RR with the other days working remotely at home.
Duration	Permanent
Reporting to	Database Manager
Responsible for	No employees or budgetary allocation
Hours of work	Part-time: 30 hours per week, between Monday-Friday (Fulltime working hours are 37.5 per week).
Salary	£19,000 pa pro rata from a fulltime salary of £23,750 pa
Key contacts	<p>Internal Database Manager Senior Fundraising Operations Officer Finance team Fundraising and Communications team Wider Charity team</p> <p>External Charity supporters King's College Hospital staff</p>

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Key Responsibilities

- To give supporters a positive, consistent experience in all their interactions with the Charity, especially in response to enquiries, income handling and donor thanking.
- To ensure that income is recorded accurately and promptly on the CRM database to enable the Finance team to reconcile and correctly allocate income, and the Fundraising team to have financial oversight of their fundraising activities.
- To ensure that supporter records on the CRM database are kept up to date, adding enquiry responses, donation correspondence and amending records where requested by either the supporter, members of the Fundraising & Communications team or wider charity colleagues.

Income Processing

- To carry out the twice weekly offline income processing of postal and on-site donations. This will include collection of mail from our hospital site at Denmark Hill, logging and scanning of mail, recording on the CRM database and the sending of thank you letters and gift aid asks, where appropriate.
- To process "whitemail" received in the post from our fulfilment house e.g. expired cheques, invalid forms, special requests, ensuring they are added to the CRM database.
- To assist with cash counting, adhering to all security and donation handling policies.
- To ensure all donations made by direct bank transfer (BACs) are identified with fundraising colleagues, correctly coded, added to the CRM database and thanked.
- To ensure all major donations received are promptly advised to the Philanthropy and Partnerships team.
- To liaise with the Finance team on any batching queries and support the Senior Fundraising Operations Officer with month end reconciliation processes.

Supporter services

- To ensure that all correspondence and supporting information received in the post is scanned and stored electronically on SharePoint.
- To respond proactively to supporter enquiries via the main charity telephone number and email inbox, aiming to resolve at first point of contact, where possible.
- Liaise with fundraising and communications colleagues on the latest fundraising products and promotional activities to support in managing enquiries.
- Ensuring complaints are promptly passed to the relevant team to action.

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- Fulfilment of requests for materials from supporters such as event or in-memoriam materials.

CRM Management

- To add in-memoriam and tribute fund information onto the CRM database from third-party tribute sites, such as Much Loved and Just Giving and where required, support with the coding of online donation pages to ensure the monies are allocated correctly when imported.
- Recording enquiries and responses on the CRM database.
- To update the CRM database with any requests made by supporters, e.g., change of address, change of contact preferences or cancellation of regular gifts.

General

- To regularly maintain and update the Fundraising FAQs on SharePoint.
- To record compliments/ donor stories received over the telephone, via email or via our donation processes.
- To support the Database Manager and Senior Fundraising Operations Officer with maintaining and updating internal process guides and process maps and in identifying opportunities to improve processes and ways of working within the team.
- To support the Database Manager and Senior Fundraising Operations Officer with data imports and mass supporter mailings, where required.

The nature of the work in a small charity team makes tasks and responsibilities diverse and varied. There is an expectation that employees will work flexibly and, on occasion, on tasks that may not be outlined in the job description. This job description is intended as a guide, not definitive or restrictive. As the team and role evolve, there is some expectation that some of the responsibilities may change.

Charity systems & compliance responsibilities

As an employee of Kings College Hospital Charity you have an obligation to observe the policies and standards of the Charity together with all relevant statutory and professional obligations, the significant ones of which are: -

- You have a general duty of care for the health safety and well-being of yourself, work colleagues' visitors and patients within the hospital site in addition to any specific risk management responsibilities associated with this post.
- You must maintain strict confidentiality of personal information relating to patients, donors, Trustees and staff and maintain the confidentiality and security of all charity data and records in line with our data protection policy.

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Person Specification

Skills and Competencies

- Highly organised, meticulous with a thorough approach to work.
- Ability to see projects through from start to finish, managing time and tasks effectively with a varied workload, including following up with colleagues and stakeholders.
- Ability to multi-task and manage conflicting priorities.
- Ability to track progress on a wide range of tasks and follow up as required, including regular and routine tasks.
- Excellent interpersonal skills with the ability to communicate effectively, clearly and within our response handling timeframe, both orally and in writing to a wide range of people
- Ability to work on own initiative with minimal supervision.
- Numerate and literate with a good standard of education.

Knowledge and Experience

- Experience of working in an environment answering and resolving customer telephone calls
- Experience organising and providing administrative assistance in an office environment.
- Experience of working with databases, experience of fundraising databases would be advantageous.
- Proficient in MS Office, particularly Word, Excel and Outlook at an intermediate or advanced level.
- Experience with online meeting platforms such as Teams, Zoom.
- Experience with SharePoint and other online data storage platforms such as Dropbox.
- Experience in handling a wide range of enquiries, verbally and in writing and an excellent and confident telephone manner.

Personal Characteristics

- Possess a “can-do” approach, willing to get involved as needed, open to adapting within the role as the team and King’s College Hospital Charity evolves.
- Flexible with a willingness to learn new skills.
- Collaborative, coupled with discretion and a supportive working approach.
- Ability to work within the dynamics of a small team.
- Ability to relate to and work with people from various backgrounds.
- Commitment to our values.

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Other

- Has eligibility to work in the UK
- To be able to adhere to and work within King's College Hospital Charity's policies and procedures.
- To be proactive- participate in meetings and in any training as required.
- To be responsible for own professional development.
- Willingness to work additional hours occasionally, e.g., supporting events if required.

What we offer

- 25 days holiday per year plus bank holidays (pro rata)
- Contributory pension scheme (following probationary period of three months)
- Employee Assistance Programme
- Personal development training opportunities
- Cycle-to-work scheme
- Access to HEKA wellbeing platform
- Season Ticket Loan Scheme



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