

**Supporter
Engagement
Officer**
(October 2024)



Thank you for your interest in working with us here at Crohn's & Colitis UK.

We're the UK's leading charity for Crohn's and Colitis. Right now, an estimated 500,000 people in the UK are living with a lifelong disease that can profoundly affect their quality of life. And, because of the stigma surrounding these conditions, thousands of people are suffering in silence. But we are here to support and champion their cause.

And that's where you come in. We need skilled, motivated, and brilliant people to join us on our vision of improved lives for people with Crohn's and Colitis today and, in the long term, a world free from Crohn's and Colitis altogether.

We need to get these debilitating conditions the recognition and resources they deserve. And I'm so lucky to work alongside people every day who share my passion and commitment to improving lives.

Our community look to the charity to help them navigate their way through complex health issues and support their needs, wherever they live, whatever their background, and whoever they are. It's our job to do that – whether it's lobbying health leaders, providing vital information, or reducing stigma around the conditions, we're here for them.

As we look forward, the charity is in great shape to do even more for our community. We are growing our amazing team to deliver new and ambitious plans over the next three years. You couldn't be joining us at a more exciting time, a time when you will be able to make a personal difference!

Our promises to the Crohn's and Colitis community are outlined on the next page and you'll find more about our values, commitments, and what we're looking for further in this job pack.

If you like the sound of us, good luck with your application and we look forward to hearing from you soon.

Sarah Sleet

Chief Executive
Crohn's & Colitis UK



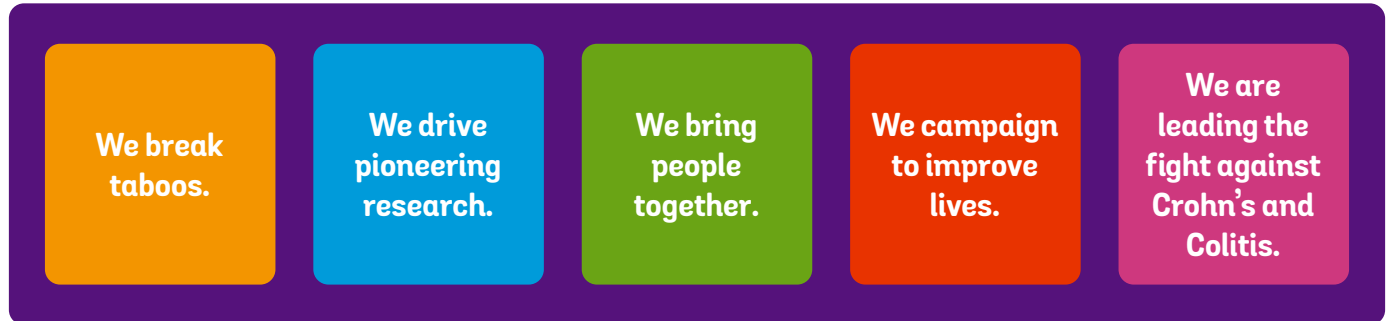
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Since I joined as CEO in 2019, I've been blown away by how much the charity delivers for the people it cares for.”

Sarah Sleet

Our Vision

Our vision is improved lives today, and a world free from Crohn's and Colitis tomorrow.

Our mission



Founded in 1979 as a patient organisation, we've been there for people affected by Crohn's and Colitis when it matters, playing an instrumental part in providing support, increasing public awareness, and campaigning. But we're not finished yet. Here's a snapshot of our work:



Campaigning

Our Cut the Crap campaign, launched in November 2022 across the UK. Every year, 25,000 people are diagnosed with Crohn's or Colitis. But we know that more than a quarter wait for over a year for a diagnosis with nearly half ending up in A&E while waiting.

Delays in diagnosis affect people's ability to continue education and work, limits their treatment options and increases their risk of being hospitalised or needing emergency surgery. Despite clear patient need, increased clinical risk and rising costs to the NHS, improving the diagnosis of Crohn's and Colitis remains at the bottom of the health agenda.

Through our Cut the Crap Campaign, we're working with politicians and policymakers, healthcare professionals and health leaders to make early diagnosis a reality so people can quickly receive the best possible treatment.

The launch of our new 30 second online symptom checker will hopefully help people take control of their health.



Advocacy

We campaign for a better quality of life for people with Crohn's and Colitis. And we speak up on issues from employment to health policy, and from transport to toilets. We work with the NHS to benchmark and improve standards of care, using the findings as a launchpad for our discussions with health leaders and governments to change things for the better.

Services

People across the UK rely on our up-to-date information and helpline services to provide the reassurance and guidance they need to live well with Crohn's or Colitis. Our 58 publications and information pages cover many areas of life with the conditions, from medication to surgery, from school to employment and from relationships to mental health. All our information is peer reviewed, medically accurate and based on the latest research available.

Each year, our professional helpline team respond to over 15,000 queries via email, phone, social media, and live chat. They provide clear, accurate, and balanced information to those who need it, as well as signposting to a range of reliable services.

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At a time when the public services are stretched and not always able to offer the support needed, this free helpline is providing a great service. ”

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On all occasions I've contacted them, they've helped me understand my disability better, thank you. ”

Our commitments

We're dedicated to our mission. We innovate and adapt to ensure we are finding new and improved ways to make a real difference to the lives of people with Crohn's and Colitis. For over forty years, we've supported the community and shaped the conversation about Crohn's and Colitis. We continue to be here to give people affected by Crohn's and Colitis hope, comfort, and confidence. We make their voices heard and help them live freer, fuller lives.

As we grow our ambitious plans, we are making strides to become fully inclusive in our approach and have commenced an anti-racism programme alongside our recently reviewed EDI policy. You can take a look at this, along with our public statement www.crohnsandcolitis.org.uk/edi.

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It's a pleasure to be a member of the EDI working group. Involving a diverse range of people in all areas of our work is vital. It helps ensure the research and services we fund helps all sections of our community. The focus being placed on diversity and inclusion by Crohn's & Colitis UK is both timely and important. ”

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The future

In our new strategy (2022–2024), we make the following promises to everyone affected by Crohn's and Colitis, and our staff are united in their commitment to see them through for the benefit of our community.

- We will advocate for the changes in everyday life that our community tell us they need and we will gather the evidence to back those changes.
- We will make our information and support more accessible than ever.
- We will drive vital research to deliver long-term solutions for long-term relief.
- We will ensure that everyone affected by Crohn's or Colitis can see themselves in our work and feel supported in a positive and professional way.

These goals give us the direction and drive for the charity's future, and we hope they'll inspire you to join us at the start of this exciting next chapter.

So, what can you expect as we embark on this journey?

Despite our long history, this is a period of exciting change for Crohn's & Colitis UK. We need a strong, adaptable, and resilient team of individuals to help drive our work forward and create a step change for people with Crohn's and Colitis.

It's a bright, ambitious future and you could be part of it.



How we work

Our values are fundamental to how we treat our staff and supporters, shaping everything we do and underpinning our decision-making. This is how we make sure we're there for people who need us.

If you're ambitious, compassionate, and believe in the power of uniting to be stronger together, we might just be the place for you.



**WE ARE
AMBITIOUS**

Every day we strive to make the greatest impact possible on the lives of people with Crohn's and Colitis. We are experts in our field and work hard to make a difference – we are relentless in striving for improvement.



**WE ARE
COMPASSIONATE**

We are rooted in empathy and kindness. We're there for everyone living with Crohn's or Colitis, and when people turn to us for information and support, we listen.



**WE ARE
STRONGER
TOGETHER**

We're a community, and we work together with the aim to help people support themselves. We learn from everyone we work with, and we are always looking for new ways to collaborate and develop together.

With our values in mind, we are naturally committed to equality, diversity, and inclusion (EDI). We're working hard to reduce and remove barriers to working here, guided by industry best practice and our recently reviewed EDI Policy.

We value equality and want to make sure we get the best person for the job every time so want to hear from people of all backgrounds and with a range of experiences.

Are You IN?

We lead by example in our approach, committing to support people with invisible disabilities and conditions like Crohn's and Colitis.

One of the ways we do this is through our Are you IN? programme, committing to:

- educate all employees on invisible conditions, specifically, Crohn's and Colitis.
- empower managers, HR, and people living with invisible conditions and disabilities to talk with confidence.
- Enable access and install Not Every Disability is Visible accessible toilet signs in our company accessible toilets



Looking after our staff

Pay and progression

We review all salaries annually, based on lots of factors. We look at an individual's contribution, development against our competency framework, cost of living, and market benchmarking.

We're committed to the training and development of our employees. We have a performance review and development scheme designed to help all staff develop in their roles and budget is available for training related to each role or progression. Financial support and/or study leave may also be offered to individuals where appropriate.

Giving you options

We are based in Hatfield, Hertfordshire, which is easily accessible by road and rail. Our informal, open plan office space is available for all staff to use during office hours. However, we've learned from the pandemic that we can work very effectively from home as well.

In this role, there will be times when you'll need to be at face-to-face meetings, but there is plenty of scope for a hybrid approach and working from home. If you want to be considered for the role but are worried about location, talk to us!

For staff who work out of the Hatfield office regularly, we know that routine travel to and from work can be expensive and you may want to buy annual tickets to reduce this cost. We offer an interest free loan for season tickets, repaid directly from your salary each month and our cycle to work scheme lets staff buy a bike in installments so you can travel in the way that best suits you. Our office provides free parking and secure bike locks.

Your wellbeing as a priority

All staff have access to our Employee Assistance Programme which provides training, information, and counselling sessions for a range of issues both inside and outside of work. This free, confidential service is available by phone and online 24 hours a day, 7 days a week, 365 days a year.

Our wellbeing programme consists of events for all staff, exploring mental health and wellbeing-boosting activities in a safe, supportive environment.

These activities are supported by our Wellbeing Policy which outlines best practice and prioritises the mental health and wellbeing of our staff.



The role

Job level: Implement

Reports to: Supporter Engagement Manager

Overall Purpose

The Supporter Engagement Team purpose is to provide an excellent supporter experience to our members and fundraisers. The Supporter Engagement Officer plays a pivotal role in achieving this. By taking a lead in the day to day management of the income processing and membership arm of the team ensuring all income is processed quickly and accurately and supporters are thanked efficiently.

Job Responsibilities

1. Supporter Engagement

- Supervise the daily tasks of the Supporter Engagement Assistants, managing rotas and work schedules to ensure consistently smooth running of the team and their activities.
- Provide support and guidance to the Supporter Engagement Assistants where needed, answering escalated queries, and taking up tasks where needed in the absence of any team members.
- Deliver existing and recommend potential future supporter journeys to enhance supporter experience, reduce attrition, increase loyalty and lifetime value.
- Assist in the delivery of insight to enhance our understanding of our supporters, their behavior and future needs.
- Ensure all process documentation is kept up to date.
- Provide cover for other Supporter Engagement Officer and act as a deputy for the Supporter Engagement Manager in their absence.
- Maintain documents and training for the Supporter Engagement team
- Look for ways to refine and iterate team processes to improve internal efficiency and external supporter experience
- Assist with the implementation and training of new processes to Supporter Engagement team members
- Representing the Supporter Engagement team and the voice of the supporter at internal meetings and working groups, feeding back information to the Supporter Engagement team when required.

2. In Memory Fundraising

- Provide practical support in the delivery of our In Memory giving strategy, helping to ensure we provide high quality support to donors.
- Work with the Legacy and In Memory team in the review of In Memory products and engagement tools and support the implementation of recommendations.
- Ensure KPIs of In Memory donations are met.
- Help support with fulfilment for In Memory fundraisers working closely with the Community Events team on stewardship for these fundraisers.

3. Legacy Administration and Marketing Support

- Support the Legacy and In Memory Manager to deliver an insight-driven legacy marketing plan to help Crohn's & Colitis UK achieve the required income targets.
- Ensure all data is correctly inputted into database and income batched correctly.

4. Income processing

- Ensure all donations, enquiries, and supporter correspondence are promptly and accurately processed, recorded, and thanked in line with our policies and within agreed performance indicators.
- Work with finance and income generation teams to maximise Gift Aid income and lead on ensuring the relevant internal processes align with this.
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5. Membership

- Oversee the day to day management of Membership administration
- Ensure that membership data and payments are accurately logged on the database.
- Ensure all relevant weekly and monthly data checks are completed.
- Lead by example in offering members gold star customer service by making sure all queries are dealt with within the SLAs agreed and manage any escalated queries or complaints.
- Take the lead in investigating should any issues with the data arise and use these skills to improve processes for the future.

6. Insight & Analysis

- Encourage the use of additional features of the database and once trained, act as an in-team expert.
- Using the database regularly monitor, evaluate and analyse campaigns, providing regular results and recommendations for activity development based on data-driven insight.

7. Diversity & Inclusion

- Ensure equality, diversity and inclusion and the voices of those with Crohn's and Colitis are considered in all aspects of supporting the charity's operations.

8. Charity responsibilities

- Represent Crohn's and Colitis UK at events as required.
- Work in line with the charity values and maintain the reputation and standing of the charity.
- Ensure compliance with charity policies and all relevant legislation.

The purpose of this job description is to focus attention on the most important aspects of the jobholder's role. It is not intended to be a complete list of the duties; therefore, it is to be expected that the day-to-day performance of the job will include tasks not listed above. The list of duties for which the jobholder is responsible may reasonably be varied or added to at the discretion of the charity.

What you'll bring

Knowledge, skills & attitudes

Essential:

- Demonstratable experience in customer care, preferably in a not-for-profit organisation.
- Experience of supervising staff or volunteers in an office environment.
- Excellent communication skills, both verbal and written.
- Experience of managing the handling of cash and managing finance processes.
- Excellent project and time management skills, with the ability to effectively manage competing priorities.
- Experience of working with databases to produce reports and insight.
- Effective and approachable networker with a proven track record of building excellent relations, using high levels of tact and sensitivity when needed.
- Experience of working on cross team projects.
- Attention to detail and a high level of accuracy.
- Passionate about helping charities achieve their vision and mission.
- Commitment to our values of ambition, compassion and team-working so we are stronger together.

Attitudes:

- Enthusiastic approach to work and highly self-motivated.
- 'Can do' approach to achieving ambitious objectives, solving problems and overcoming barriers.
- Resilient and practical with the ability to think on your feet.
- Comfortable talking to different audiences and able to adapt communication style accordingly.
- Able to represent the Charity professionally both internally and externally.



What we offer

Salary

The salary for this position will be £31,410 to £34,000 per annum, depending on experience.

Annual leave

All staff receive a full time annual entitlement of 25 days. This increases by one day for each year worked, up to a maximum of 30 days. This is in addition to bank holiday days.

Flexible pension contributions

Staff are automatically enrolled into our Group Personal Pension Plan after 3 months, which is offered with two levels of contribution, as outlined below.

Employer contribution % of basic annual salary	Length of pension membership	Employee contribution % of basic annual salary
5%	On joining the scheme	3%
8%	After 6 months the member can choose to move up to this band or stay on the initial rates	5%

Hours

Our standard working hours are 35 per week and core hours are 9am to 5pm. However, there may be flexibility around these hours with manager agreement. Several roles are undertaken on a part-time basis, and we are open to discussing working arrangements that suit the role, business need and the person in post.

Additional benefits

We also have a range of flexible, family-friendly policies including enhanced maternity, adoption and paternity pay.

What's next

We hope this pack has inspired you to join us and given you all the information you need to take the next step. However, if you have any questions about what we do here, the role or need more practical information, don't hesitate to get in touch with Natalie Wood by emailing

✉ natalie.wood@crohnsandcolitis.org.uk

If you've got everything you need and you're ready to apply, please send your CV and supporting statement to ✉ jobs@crohnsandcolitis.org.uk. Your statement should give examples of how you meet the criteria of the person specification, and what you feel you would bring to this role.

We'd also like you to complete our online ✉ [equal opportunities monitoring form*](#).

You can also post your application to:

Human Resources
Crohn's & Colitis UK
Helios Court
1 Bishops Square
Hatfield, Herts AL0 9NE

Final closing date: **Monday 28 October, 9am**

Please note, applications will be assessed as and when they are received, and interviews arranged, so we may close the position before the closing date if a suitable candidate is found.

We are an inclusive employer and offer equal opportunities to all, regardless of an individual's age, disability, gender identity, marriage or civil partnership status, race, religion or belief, sex and sexual orientation.

If you have a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please contact jobs@crohnsandcolitis.org.uk.

We are not a licensed sponsor at this time. Any offer of employment will be made subject to the applicant residing in the UK and a valid right to work in the UK being provided.

*https://forms.office.com/Pages/ResponsePage.aspx?id=dWI965P9GE6-0G37RsKC5130yaXG7itPv-1Cw_mrLa5UQVFXRkIHnkxTVTIGOExHskIJVEROTURCTy4u



**Thank you for
your interest**

You can follow us on social media

[f/crohnsandcolitisuk](#) [@CrohnsColitisUK](#) [@crohnsandcolitisuk](#)

www.crohnsandcolitis.org.uk

Registered charity in England and Wales Number 1117148, Scotland Number SC038632.

**CROHN'S &
COLITIS UK**