



BATTERSEA

HERE FOR EVERY DOG AND CAT

RECRUITMENT PACK



Supporter Services Administrator (BDCH6063) - Battersea London

Battersea is here for every dog and cat and has been since 1860. We are a leading animal welfare charity and over the last 160 years we've grown from one home in London to three rescuing and rehoming centres across the South East. With c500 staff and 1000 volunteers, we have cared for over three million vulnerable animals. We also campaign tirelessly to make things better for dogs and cats; sharing our expertise and educating the public and policymakers about responsible pet ownership. Join us and make a difference for every dog and cat.

Please read the information below thoroughly before starting your application.

Your Application

Your supporting statement is a very important part of your application. We cannot make any assumptions about your knowledge, skills and experience so the information that you provide in your supporting statement is vital for us to decide whether to shortlist you for an interview.

Please demonstrate how you meet the criteria and our values listed in the person specification, detailing your experience, skills, achievements and/or abilities that are relevant for the role that you are applying for. You should use specific examples. Please do not generalise e.g. "I usually...", or waste your word limit by telling us that you love dogs and cats. We are looking for evidence that you can thrive in the role advertised.

Your statement should not exceed 1,000 words. We recommend you draft and save your supporting statement outside of the application portal as your connection may time out and it is not possible to save this document online for future use.

Closing date: 11th February 2024
Interview date: w/c 19th February 2024

If you do not hear from us within 2 weeks of the closing date, please assume you were unsuccessful on this occasion. Please note that we reserve the right to close this post early, should we receive a high volume of applications.

We are committed to providing equality of opportunity and valuing diversity for all current and prospective staff, volunteers and Trustees. We aim to ensure that this commitment, reinforced by our values, is embedded in our day-to-day working practices and our work together. We would particularly welcome applications from black and minority ethnic and disabled candidates, who are currently under-represented at Battersea.

Working at Battersea

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK

Data Protection

The information you provide in your application will be used by Battersea Dogs and Cats Home (Battersea) to assess your suitability for the role you have applied for. We will not use your personal data for marketing or fundraising purposes (unless you have previously supported Battersea) and will not share your data with any third parties for their marketing purposes. We will also ask you for sensitive information (such as information relating to ethnicity or sexual orientation), but only to allow Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our Job Applicant Privacy Notice or contact our Data Protection office at DataProtection@battersea.org.uk

Job Description: Supporter Services Administrator

Dept/Team: Fundraising/Supporter Services	Location: London
Hours: 35 per week, but we're always happy to discuss flexible working, part time hours and job share arrangements	Duration: Permanent
Responsible To: Supporter Services Manager	Responsible For: N/A
Works With/Key Contacts: Supporters, Volunteers, External Agencies, Fundraising team, Finance team, Operations teams	Salary & Grade: £22,000 per annum Grade F

Battersea's approach to diversity

Battersea is here for every dog and cat and has been since 1860. We care for animals unconditionally, and we do not judge the owners of pets that need our help. It is this commitment which brings us together as an organisation, and we take great joy and pride in that.

We were founded by a female pioneer, Mary Tealby, who was unafraid to confront convention at a time when women leaders were rare, and animals were not universally loved. Her willingness to challenge the status quo is part of the legacy she leaves with us today, and we celebrate the impact we have made so far because of her vision.

We are ambitious to do more, including helping new populations of animals in new places beyond our centres; and we know we must adapt to the evolving world around us, harnessing the skills, experience, and creative thinking of a diverse workforce to help greater numbers of animals and deliver the impact we all aspire to. And we know that an inclusive environment, where we welcome different perspectives and where staff and volunteers are empowered to be themselves, will ensure we continue to thrive.

We strive to create lasting change for animals and the people that care for them and believe that creating a truly diverse and inclusive Battersea, which is proudly open to all, will be essential in our mission to deliver greater impact for dogs and cats everywhere.

Main Purpose of the Role

To deliver excellent supporter care to existing, potential and previous supporters of Battersea, to develop relationships and maximise income for Battersea.

Responsibilities/Objectives

Approx. % of time

Responding to Supporter Enquiries <ul style="list-style-type: none"> Provide excellent customer service by ensuring the prompt, efficient and accurate processing of all communications from supporters by telephone, email, letter and in person Use agreed letter templates and produce bespoke responses using the fundraising database, Word and email Handle difficult and distressed supporters in a sensitive and skilled manner, displaying empathy and establishing rapport whilst balancing the needs of Battersea Have the supporters and the interests of the Battersea at heart when dealing with supporters so as to develop positive long lasting relationships 	45%
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<ul style="list-style-type: none"> • Provide insight and feedback to the wider fundraising team from communications with supporters. • Keep up to date with activities and news from across Battersea to ensure informed supporter communication • Have an understanding and be able to pass on advice on animal welfare and responsible dog ownership issues in line with the Battersea's guidelines • Provide support and advice to Supporter Services volunteers on the Battersea's processes and procedures, and provide training as required. 	
Processing Donations and Updating the Fundraising Database <ul style="list-style-type: none"> • Accurately enter new data and amend existing data on the fundraising database following contact from supporters, and in line with the Battersea's policies and procedures. • To process and thank appropriately incoming donations from supporters received at the Battersea London centre • Liaise with other Fundraising teams and Finance to ensure correct coding is applied to donations to track the source of fundraising income • To set up new regular gifts, process regular gift amendments and cancellations and resolve regular giving exceptions, liaising with external agencies as necessary • Develop strong positive internal relationships for and on behalf of the team as well as with external agencies and suppliers • Ensure Gift Aid declarations are accurately captured and recorded on the fundraising database in a timely manner • Proactively contact supporters to capture missing/incomplete Gift Aid declarations and/or donation information • Keep good quality filing systems for all correspondence, including Gift Aid declarations, whether scanned or paper 	45%
To contribute to and maintain the written Supporter Services procedures.	10%

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

Person Specification

Essential

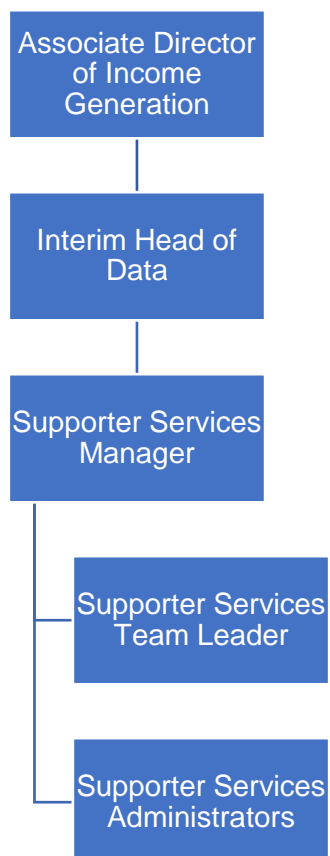
Job Specific	Proven experience of working in a customer services environment Outstanding customer service skills with the ability to show empathy, tact and diplomacy Proven experience of communicating clearly, with the ability to adapt your communication style for different groups Strong administration skills and a high level of accuracy and attention to detail
	Maths and English A-C GCSE or equivalent experience IT literate with good experience of MS Office and other relevant IT systems as appropriate for the role
	Proven experience of delivering high quality work with minimum supervision Proven ability to cope well under pressure and experience of working within a demanding environment Proven experience of working constructively and collaboratively with colleagues from different teams Experience of keeping up to date with and applying good practice in your role

Core Skills	Literacy, Numeracy and IT skills Excellent written English, highly numerate and advanced user of MS Office and other IT Systems
	Communication skills Significant interpersonal and consultative skills, including the ability to communicate, present, negotiate, influence and build credibility with colleagues and external parties
	Empathy & Resilience Experience of dealing with sensitive issues with empathy and resilience
	Time management, Proven ability to manage a high workload and multiple priorities whilst meeting deadlines
Values	CARE - Delivers high quality work to the best of their ability and achieves high standards even while under pressure
	EXCELLENCE – Achieves results through continuous learning and applying good practice
	DETERMINATION – Pro-active in suggesting new ways of working and embraces change
	RESPECT – Works constructively and collaboratively with colleagues from different teams
	INCLUSION – Champions diversity in all its forms, so that everyone can be themselves and feel valued and included.
	COLLABORATION – Works as a team, recognising, trusting, and valuing everyone’s role and contribution in delivering our aims.

Desirable

- Experience of working in a charity
- Knowledge of Raisers Edge
- Cash handling experience

Position in the team



Staff Benefits

We offer our staff a wide range of benefits to reward them for the value that they bring to Battersea, to support them in their work, to help improve their health and wellbeing, and maintain a healthy work-life balance.

We intend to offer these benefits on an ongoing basis but may amend or withdraw them at any time.

Pension Scheme

Our group personal pension scheme is available to all members of staff. New staff will be auto enrolled into our pension scheme in their second month of employment, if they meet the eligibility criteria, at our standard rate of 2.67% staff contribution, 5.33% employer contribution. The following month, new starters can choose to increase their contribution rates and so benefit from a higher employer contribution of up to 10%. Because the GPP pension scheme is a salary sacrifice scheme, Battersea will also invest approximately 50% of the savings it makes on Employer National Insurance Contributions into your pension plan.

The contribution levels are as follows:

Staff contribution	Battersea contribution
2.67%	5.33%
3%	6.2%
5%	10.3%

Example of monthly pension contributions for salary of £20,000:

Staff contribution	Battersea contribution pension
2.67% = £44.50	5.33% = £88.83
3% = £50.00	6.2% = 103.33
5% = £83.33	10.3% = £171.66

Annual Leave

Staff are entitled to 28 days annual leave (pro-rata for part time staff and in the first year of employment), rising to 29 days after 5 years and 30 days after 10 years employment. This is in addition to eight days paid public holidays every year.

Health Cash Plan

Battersea offers a healthcare cash plan free of charge to all staff, using a provider called Simply Health. This cash plan enables staff to claim 100% of the costs of everyday healthcare, such as dental treatment, eye tests, glasses, contact lenses, physiotherapy, chiropody, osteopath, chiropractor, health screening and much more, up to annual limits.

Gym Membership

Staff who choose to join the Cash Health Plan can get discounts of up to 20% off a range of independent and chain gyms, including Fitness First, LA Fitness, Virgin Active and David Lloyd.

Season Ticket Loan

Interest free season ticket loans are available to all staff after two months of employment with Battersea.

Cycle to Work Scheme

We offer a Cycle to Work Scheme to encourage health and fitness. This enables you to save up to 40% of the cost of the purchase of a bike and safety equipment, up to a maximum value of £2,500 including VAT, by having this cost recovered from salary over a 12-month period and so saving tax and National Insurance on this cost.

Paid Maternity Leave

All pregnant staff are entitled to up to 52 weeks' maternity leave regardless of length of service. Staff who have worked with Battersea for more than 12 months by the time their baby is born receive enhanced

maternity pay of 12 weeks full pay, with the remainder of their maternity leave being paid under Statutory Maternity Pay arrangements.

Paid Paternity Leave

Fathers to be or staff who will share the responsibility with a partner for bringing up a child, may have the right to Statutory Paternity Leave and Pay.

Staff who have worked for Battersea for more than 12 months by the time their baby is born receive enhanced paternity pay of two weeks full pay.

Employee Assistance Programme

We offer a Staff Assistance Programme to all staff free of charge. It offers completely confidential and impartial support, information, and counselling service to staff on legal, financial, debt management and emotional issues.

Life Insurance

All staff are covered by our life insurance scheme, which provides a nominated beneficiary/ies with a lump sum equivalent to four times the staff's salary in cases of death whilst in employment at Battersea.

Uniforms for all Operational Staff

Free uniform is provided for all operational and clinic staff.

Veterinary Treatment of Staff Animals

We provide cost price veterinary treatment for staff with ex-Battersea dogs and cats.

Discounted Pet Insurance

We offer staff a 20% discount off the cost of Petplan insurance.

Discounts in our Shops

We offer our staff a 25% discount in our shops.

Professional Membership Fees

After two months service, staff in roles where ongoing membership of a recognised professional body, (where this membership is gained through a qualification), is an essential requirement in the person specification for their job can claim the cost of one membership fee per year up to a maximum of £400.

Sabbatical Leave

Staff who have worked with us for five years or more can request six months unpaid sabbatical leave for personal or professional development, such as learning new skills or travel.



Battersea Dogs & Cats Home is a charity registered in England and Wales (206394)
Registered Office: Battersea Dogs & Cats Home, 4 Battersea Park Road, London, SW8 4AA.