

JOB SUMMARY AND PERSON SPECIFICATION

Job Title: Supporter Care Advisor
Reports to: Supporter Care Manager
Location: Home Address/Downton Offices
Grade: G
Hours: 35 per week
Job type: Permanent

Job Purpose	Act as the first point of contact for supporters and the general public, providing exceptional standards of supporter experience. Champion the supporter to maximise income and loyalty through developing supporter relationships and improving supporter experience. Provide call handling for the Helpline, documenting outcomes and completing necessary training.
Accountabilities	- Respond to all enquiries and escalate complaints within agreed service level agreements, taking ownership of these enquiries and seeing them through to a successful resolution. - Share positive and negative supporter feedback in a timely manner. - Learn about the Charity and absorb key messaging to communicate effectively with supporters and the public. - Use sound judgment and make decisions within established procedures. - Answer calls to the Helpline as per the agreed process, manage callback requests in line with the safeguarding framework, and document outcomes in internal systems.
Main Responsibilities	Response handling: - Handle all phone, email, post, and social media enquiries, meeting Service Level Agreements. - Manage several charity email boxes to ensure responses are sent as per agreed Service Level Agreements. - Accurately record all details, feedback and postal returns on the supporter database and in accordance with GDPR - Respond appropriately to all enquiries whether verbally or by using tailored written responses, dispatching leaflets, packs and other communications. - Process donations over the phone from supporters. - Be responsible for adhering to PCI DSS when taking any credit or debit card details. - Promote and secure Gift Aid at all relevant opportunities. - Provide office cover on a rota basis to maintain smooth operations in Downton and complete key administration and facilities tasks



- Work closely with the Income Protection team, highlighting illegal activity and any other information or concerns which could compromise the brand.
- Keep abreast of changes affecting Supporter Care, including Gift Aid, Data Protection, PCI DSS, Direct Debit, and other relevant legislations.

Helpline provision:

- Answer calls to the Helpline as per agreed process and manage callback requests in line with the safeguarding framework, documenting outcomes in internal systems.
- Understand and develop knowledge of internal recovery systems and the referral process.
- Develop knowledge and complete training to identify and respond to safeguarding concerns so that calls can be escalated when needed.
- Deliver new test functionality and different resourcing patterns, if needed, as the Helpline continues to evolve.

Facilities

- Provide logistic support to the charity receipts and dispatches to and from the warehouse
- Actively seek out ways to make life easier for colleagues across the charity, finding solutions to practical day-to-day problems given the charity's remote operating model
- Monitor energy consumptions and submit readings to utility suppliers monthly

Health & Safety

- Assist in the completion of statutory and mandatory tasks ensuring compliance is achieved against the required intervals in line with the H&S manual

Logistics

- Manage campaign/office receipts and dispatches
- Oversee the maintenance of the warehouse ensuring areas are kept safe, clean and orderly

Supporter experience:

- Provide an exceptional standard of service to supporters and inspire, enable, and support them to fundraise for the charity.
- Recognise and value the contribution of our supporters.
- Take part in outbound calling to supporters, thanking them, spreading awareness of H4H campaigns, and seeking feedback.

Fundraising support:

- Register third party and internal teams fundraising events on the CRM database ensuring that all fundraisers are compliant with fundraising rules and regulations.
- Engage with supporters and internal teams to help maximise events by ordering promotional items. Ensure that policies are followed to ensure that correct items and quantities are ordered.

	Charity knowledge: • Through ongoing training and collaboration with internal teams, ensure broad knowledge of all H4H activities and campaigns to allow the comprehensive answering of queries and concerns from supporters. • Attend Help for Heroes events as and when required. Other: • To take on additional responsibilities as and when required.
Essential Knowledge, Skills & Experience	• Can deliver excellent customer service. • Experience of working in an environment that delivers first class customer service and builds relationships. • Ability to work remotely with access to suitable workspace • Can work well under pressure to deliver against tight timescales. • Intermediate knowledge of Microsoft Office software. • Excellent verbal and written communication skills.

I have read and understood the Job Description:

PRINT NAME:

SIGNED:

DATE: