



Every smile
tells a story

Supporter Care Officer Recruitment Pack

Introduction from the Chief Executive

Dear Candidate,

Hello, I'm Claire. I'm the Chief Executive of CLAPA, the UK charity for people affected by cleft lip and palate. I want to tell you about this unique opportunity to join an incredible charity that has supported, connected and empowered people affected by cleft in the UK for over 45 years. I'd like to thank you for your interest in this new and vital role.

We are currently looking for a Supporter Care Officer to support our growing fundraising team. We need someone with excellent communication skills, administration skills, great attention to detail and excellent customer care.

We are looking for someone who thrives as part of a small, dynamic staff team, is willing to champion the charity and values seeing the immediate and lasting impact their work can make. If you think you have the talent, passion and experience to help us ensure we can always meet the needs of the community we serve, we want to hear from you.

Please read on to find the Job Description and Person Specification along with more information about our organisation and details of how to apply. We look forward to receiving your application.

Claire Cunniffe, Chief Executive

A word from our Chair of Trustees

Charities must continuously grow and adapt, especially in today's ever-changing world. Income generation is a vital part of a charity, and is key to ensure they can provide the support needed to the communities they serve, and also allow for growth and longevity. Whoever takes on this role, is taking on an incredible responsibility to ensure we have a strategy in place to diversify our income generation by building strong long lasting relationships with our donors, fundraisers and the overall community.

At CLAPA, our supporters are at the heart of everything we do. This role is crucial in ensuring that every person who donates, fundraises, or engages with us feels valued, heard, and connected to our mission. Your work will help sustain and grow the support that allows us to be there for the one in three babies born with a cleft each day—providing reassurance, resources, and a strong community not just for them, but for their families as well.

We need someone who has the empathy to show just what supporters mean to the charity, and at the same time the technical ability to manage the administrative aspects of multiple sources of income. If you're passionate about delivering exceptional supporter care and want to play a key role in shaping the future of CLAPA, we'd love for you to join us. Bring your unique skills, enthusiasm, and dedication, and help us make a lasting difference for the cleft community.

Oliver Rendell, Chair of Trustees

CLAPA is **committed to safeguarding** and ensuring the welfare of children, young people and adults at risk, and expects all employees and volunteers to share this commitment. **The suitability of all prospective employees or volunteers will be assessed during the recruitment process in line with this commitment.**

CLAPA is committed to creating a diverse and inclusive environment, and **we welcome applicants from all backgrounds and walks of life.** If you share our values and are passionate about supporting the UK cleft community, we want to hear from you. Our small office is in London, but we have staff and volunteers across the UK. So whether you're down in Cornwall, up in the Scottish highlands, in the Cardiff suburbs or Belfast Central, you'll find a place in our team.

Supporter Care Officer (Part Time)

Job Description

Hours: Flexible up to 21 hours per week (Part time)

Remuneration: £28k FTE

Reporting to: Head of Income

Based at: Home-based within the United Kingdom. Two days per annum required at the CLAPA Office in London (E2 9DA) for all-staff meetings (travel expenses paid).]

Can also be based at CLAPA Office (E2 9DA), Cambridge Heath, LONDON).

Flexible working: We want to make sure that we find the right people to work in our team and we know that the traditional 9-5, five days a week doesn't suit everyone. So, we would love to hear from you if you feel you're a great fit for this role and would like to work flexibly. If you are the right person for this role, we'll find the right working approach for you.

Benefits:

- 25 days paid annual leave (pro rata)
- Bank holidays (pro rata) and closure over Christmas from 24th December to 1st January inclusive
- Extra day off during birthday month
- Flexible working hours as agreed by manager, access to unpaid leave and 'Time off in Lieu' policy
- Access to 'Health Assured' Employee Assistance Programme
- 5% non-contributory pension
- Access to free eye care vouchers

Job Description

The role of Supporter Care Officer is a key post in the organisation working to maximise CLAPA's income from the community. It's a very exciting time to join the CLAPA team, we have an ambitious Income Generation Strategy in place to increase our income diversity. This role will play an active part in this strategy by providing excellent customer service and building strong relationships with our donors, community fundraisers and event participants.

You will be responsible for delivering and supporting outstanding customer service to supporters, so that their experience of CLAPA is second to none, leaving them feeling valued and committed to on-going support. You will act as the first point of contact for our supporters when they contact CLAPA by phone, email or in person, with all manner of queries. With excellent communication skills and good attention to detail, you will be self-motivated and capable of multi-tasking and prioritising.

The role focuses on the key areas of:

- Supporter Engagement and Communication
- Donation Processing and Acknowledgement
- Data Management and CRM Administration
- Administrative Support and Process Improvement

An empathetic, friendly and helpful attitude will ensure that our supporters feel valued and respected, and you will take great pride in responding to and thanking them in a consistent and timely manner. You will work closely with the Fundraising Coordinators to develop and implement processes to ensure we are delivering an excellent service, every time. Alongside this, the team are responsible for financial processing - ensuring income is captured correctly on our database, Salesforce.

Key Tasks

- First point of contact for all fundraising enquiries via phone, post and email and day-to-day management of volunteer fundraisers.
- Responding to and processing queries from regular givers and one-off donors.
- Ensure that relevant information about the fundraisers is promptly and accurately recorded on the Salesforce database, in keeping with data protection protocols.
- Data entry to ensure donations received via 3rd party partners are accurately coded
- Support Challenge Events fundraisers, managing a portfolio of virtual and in person challenge events and providing excellent stewardship of supporters.
- Develop and manage relationships with community supporters, including philanthropic groups; faith groups; educational institutions; youth groups; small businesses and faith groups.
- Accurate management of online fundraising pages
- Coordination of fundraising material distribution.
- Manage key administration tasks for the above named income areas. Tasks to include the production of thank you letters, thank you certificates, letters of authority, permissions and licences.
- Actively promote community and challenge events fundraising through the website, social media channels and e newsletters, including providing content to be shared on social media pages, e.g. fundraiser stories.
- Ensure the safeguarding of volunteers and beneficiaries by complying with CLAPA's Safeguarding Policies and Procedures and attend all compulsory training.
- Keep up-to-date with the communications from the diversity committee and attend diversity training as appropriate.
- If capacity allows, the role will also lead on the 'in memory' fundraising activities with support from the Head of Income.
- Any other duties deemed appropriate.

Person Specification

Essential

- Excellent verbal and written communication skills, a confident communicator
- Self-motivated and able to manage a diverse and demanding workload with minimal supervision
- Proficient in the use of Microsoft Word, Excel, PowerPoint, Outlook and other IT applications
- Good keyboard skills with attention to detail and accuracy
- Ability to multitask effectively and excellent organisational skills
- Effective time management skills with an ability to solve problems
- Keen to learn, striving for continuous improvement and making a difference
- Willing to pull together and 'muck in' as part of a team
- Able to demonstrate empathy, sensitivity and respect confidentiality
- Experience of working in an administrative role

If you choose to work remotely in this role, you will need a dedicated home office space with sufficient storage for materials and access to provided printing facilities.

Desirable

- Experience of working within the charity sector or relevant experience in fundraising
- Experience in working with CRM databases – knowledge of Salesforce would be useful but training can be provided
- Proven track record of communications with customers and management of larger volumes of administration
- Knowledge or understanding of cleft lip and/or palate

About Cleft Lip and Palate

Early in pregnancy, different parts of the face form and come together just above the top lip. If this doesn't happen quite as it should, the result is a gap or 'cleft' in the upper lip, the palate (roof of the mouth), or both. It's usually caused by a mix of genetic and environmental factors interacting in a way that can't be predicted or prevented. A cleft can affect feeding, hearing, speech, teeth placement and more. The treatment pathway can last 20+ years, including several surgeries.

Around one in 700 people are born with a cleft – that's 1,200 each year in the UK alone.

About CLAPA

The Cleft Lip and Palate Association (CLAPA) is the UK's cleft lip and palate support charity. We bring together people affected by cleft to help them connect with others who share their experiences, welcoming them into a supportive community for life.

CLAPA's Services

- **Vibrant social media channels, which** promote positivity, bust myths and celebrate differences.
- **Online support groups** moderated by trained volunteers provide an instant connection for those looking for an informal support network.
- **Regular online events** give people the chance to talk about their experiences and worries and hear from others at all stages of the cleft journey.
- Confidential **one-to-one support** provided by trained volunteer patients and parents who reassure those most in need that they can cope with whatever lies ahead.
- **Information** on cleft led by our community, reflecting their experiences and emotional needs as well as medical facts.
- **Counselling** to enable those feeling overwhelmed, anxious, or depressed to work on any issues in their lives.
- **Support and signposting** for those with those with complex enquiries.
- A **Children and Young People's Council** and several targeted focus groups who meet to share their thoughts and experiences, helping to improve our support services as well as cleft research and NHS care.
- **Mentoring** to help young people address cleft-related challenges and develop coping and communication skills.
- **Camp CLAPA adventure weekends, a Penpals project** and other opportunities for children and young people to connect and improve mental health and wellbeing.
- A consultancy service for **researchers** and **health professionals** which connects their work with our community and enables Patient and Public Involvement (PPI).
- A **feeding service** that supplies 15,000 subsidised items of specialist equipment for babies born with a cleft each year, including free of charge items for new and vulnerable families.



“When my Sonographer told me about my baby's cleft I was devastated. Soon after, I found CLAPA who introduced me to a whole new community of smiles and support. The experience has been amazing.”

– Parent of young child

CLAPA's Values

- **Inclusive.** Everyone affected by cleft in the UK, regardless of background, identity or socioeconomic status, should be able to find a warm and welcoming community with CLAPA. We value all voices and want everyone to see themselves reflected in our work.
- **Trusted.** We passionately believe in doing what is best for the UK cleft community. Their needs and voices are at the front and centre of everything we do. We take responsibility for our mistakes and use them as chances to learn.
- **Adaptable.** We seek authentic feedback to help us raise the bar in everything we do. We don't stay stuck in our ways. We follow the evidence, try new things, and change with the times.
- **Collaborative.** We work best when we work together, whether this is as a staff team, as a community, or in partnership with others.

CLAPA's Strategy

Like many organisations, 2020-21 saw CLAPA revolutionise its service delivery to better serve communities wishing to access support online. Our 2022-25 strategy has us building on this work to provide a suite of high-quality, community-led, online services which will be able to keep pace with whatever challenges the future may bring.

Within this strategy, there is a particular focus on developing external partnerships to support our work, developing enduring resources to make the most of our considerable knowledge base, and reviewing our services and marketing to ensure accessibility, diversity and inclusion are top priorities. This period will also see a shift in how we raise funds to ensure the ongoing sustainability of CLAPA's work.

Working for CLAPA

Nearly all of CLAPA's small staff team are part-time, and all are partly or wholly home-based. Core working hours are Monday-Friday, 9am-5pm, but all staff have some flexibility around their hours of work and can request changes to their working patterns as per our Flexible Working Policy.

CLAPA is structured around a small Senior Management Team and Chief Executive who report to the Board of Trustees (the majority of whom have a personal connection to cleft lip and palate), and has a constructive, collaborative culture where all voices and contributions are valued. CLAPA encourages cross-team working to give staff a chance to test their skills and learn about every area of how a modern charity operates.

Although we work remotely, we keep in constant contact using CLAPA's Slack workspace and regular Zoom catch-ups, so staff are never alone when questions, concerns or ideas pop up.

This Post

This position is a vital part of the fundraising team, dedicated to attracting and retaining donors while ensuring a first-class supporter experience. By working closely with the Fundraising Coordinators, the role supports the delivery of a wide range of fundraising activities, offering exposure to diverse income streams and a comprehensive understanding of fundraising.

The role is vacant due to internal promotion, below are some words from Louise who previously held the role:

"From my very first day at CLAPA, I felt truly supported—not just by my new colleagues and manager, but also by the cleft community as a whole. Feeling like such a valued member of the team was a new experience for me, and it's inspired me to contribute to developing our fundraising goals, strategy, and team.

No two days are the same at CLAPA, and every day ends with the satisfaction of knowing I've helped individuals, as well as the wider organization and its incredible community. It's a deeply rewarding experience that makes me appreciate my role here even more."

Louise, Community and Challenge Event Fundraising Coordinator

How to Apply

Please complete the online Application Form: https://clapa.formstack.com/forms/clapa_application_form

You may request an application form in another format by emailing info@clapa.com with 'Supporter Care Officer Recruitment Pack Request' in the subject. All applications are subject to our shortlisting process. If you're shortlisted, we will contact you and invite you to attend an interview. We'll also tell you if there will be any skills tasks to complete as part of the recruitment process. We will also ask you to complete a Criminal Record Disclosure form (see below).

If you have not heard from us by 17th March 2025, please assume your application has been unsuccessful. We regret that due to our small team, we are unable to give feedback on unsuccessful applications.

Applications close: Friday 28th February 12.00 (Noon)

Interviews: Friday 7th March 2025

Start date: ASAP

If the interview or start dates will be an issue for you because of religious festivals or other key dates, we will make every effort to accommodate this. Please get in touch to discuss your requirements.

Criminal Record Background Checks

If you are invited for an interview, you will be sent a **Criminal Record Declaration form**. You will need to complete this form prior to the interview, but it will be stored securely and will only be looked at if we wish to make you an offer of employment. If you have declared that you have a criminal record on this form, we will complete a risk assessment process in line with our Safeguarding Policies.

Contact

Contact Mikaela Conlin-Hulme (Head of Income) at mikaela.conlin-hulme@clapa.com if you have any questions about the role or the application process.

You can also call the CLAPA Office on 020 7833 4883. Due to most of our staff being home-based and part-time, there is usually limited cover, but if you leave a message on the answerphone, we will call you back as soon as possible. Please leave your full name and phone number when leaving a message.

