

SUPPORTER RELATIONS TEAM ASSISTANT

Role Purpose	Support and strengthen relationships with Blood Cancer UK supporters by delivering timely, accurate and empathetic supporter care so that income is processed effectively, stewardship is consistent and fundraising activities achieve their intended impact.
Pay Band	1
Office attendance / travel requirements	Expected travel for this role is: Weekly travel to the office (minimum 50% of working week), two Directorate Away Days and two All-staff Away Days per year
Reports to	SRT Manager / Senior SRT Manager
Line management responsibilities	This role does not have line management responsibilities
Key relationships	Internal contacts: Engagement Directorate, to coordinate supporter interactions so campaigns run smoothly and supporters receive a consistent experience and to support with event, campaign and product delivery. Finance Team, to ensure donations are recorded accurately and financial processes run correctly. CRM Team, to maintain accurate supporter data that enables reliable reporting and insight Health Information and Support Services Team to direct supporter queries appropriately and ensure people receive accurate information. External contacts: Blood Cancer UK supporters and volunteers to build trust, provide empathetic support and strengthen long term engagement with Blood Cancer UK.
Financial Responsibility	This role does not have any financial responsibility

CONTEXT

The Supporter Relations Team is the first point of contact for supporters and plays a crucial role in raising funds to beat blood cancer. The role is fast-paced and demands efficiency, accuracy, and teamwork. SRT Assistants support the Engagement Directorate by managing supporter interactions to maximise long-term value. They deliver stewardship, process income and fulfil fundraising packs and thank you letters. They act as key contacts for many members of our community, strengthening relationships and driving fundraising efforts.



MAIN ACCOUNTABILITIES

1. Deliver high quality supporter care across all channels so that supporters feel valued and remain engaged.
2. Resolve supporter enquiries promptly as the first point of contact so that issues are addressed efficiently and service levels are met.
3. Provide outbound stewardship over the phone for campaigns and events to strengthen supporter relationships and improve fundraising outcomes.
4. Accurately process interactions, registrations and donations so that fundraising activity runs smoothly and income is correctly recorded.
5. Maintain high quality supporter data in CRM systems to enable reliable reporting, compliance and informed decision making.
6. Apply GDPR and fundraising regulations to protect supporter data and ensure compliant operations.
7. Contribute to continuous improvement by sharing insights and helping refine supporter experience and team processes.
8. Collaborate with colleagues across Engagement to support campaigns, events and shared organisational priorities.
9. Participate in organisational events and activities to support the wider mission and maintain connection with the blood cancer community.

All employees at Blood Cancer UK promote the organisation's vision, mission and core values and are committed to actively promoting equality, diversity and inclusivity. This includes attending and assisting at Blood Cancer UK events and activities as required, including occasional evening and weekend work. We take a positive attitude to technology, insight and data, including an enthusiasm to use new technologies and ways of working to deliver objectives. All employees are expected to follow Blood Cancer UK's policies and procedures and do any reasonable thing required by their manager.

KNOWLEDGE, SKILLS & EXPERIENCE

Knowledge
Understanding of personal data and GDPR principles in a supporter or customer-facing context
Skills
Strong written and verbal communication, with the ability to adapt style and tone to suit a range of audiences.
Strong attention to detail.
Good interpersonal skills that support positive relationships with supporters and colleagues
Ability to manage multiple projects tasks simultaneously and prioritise effectively under pressure.
Experience
Experience or willingness to learn and use CRM or database, including data entry and

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using insights to inform service.

Experience or willingness to work collaboratively with other teams to develop or deliver products and communications

COMPETENCIES

Core Competency	Level required for role
Collaborative working	Developing
Being innovative	Developing
Being high performing and accountable	Developing
Stakeholder and blood cancer community led	Developing
Leadership skills	Developing
Professional and technical expertise	Developing