



## JOB DESCRIPTION AND PERSON SPECIFICATION

Role	Supporter Relations Team Assistant		
Location	Edinburgh/Hybrid		
Contract Type	Full time, maternity cover	Contract Length	Approximately 12-months, with a possibility of extension
Salary	£28,654 per annum		
Office attendance / travel requirements	Expected travel for this role is: office attendance required 2-3 days per week, two Directorate Away Days and two All-staff Away Days per year		

### CONTEXT

As the first point of contact for supporters, the Supporter Relations Team plays a pivotal role in supporting our fundraising team to raise vital funds that will support our mission to beat blood cancer in a generation.

The role of Supporter Relations Assistant would suit someone energetic, organised and confident at communicating. As the first point of contact for our supporters, you will be able to build a rapport with supporters over the telephone, and competent with written communications across a range of mediums. You will also have experience of using a CRM or database, which will be vital when processing donations and recording communications with supporters. The role is varied and fast paced and requires efficiency and accuracy, as well as teamwork.

There are some tasks within this role which must be completed in the office, and therefore you will be required to work within a hybrid team where your week will be split working from home and the office.

The Supporter Relations Assistant will support the wider Fundraising directorate in all areas of fundraising and will play a key role to increase our income and reach. As a key, central point of contact for our external and internal audiences, there is a stronger need than ever to ensure that interactions are properly captured, managed and developed to maximise the lifetime value of every supporter.

Our teams work hard every day to make a true difference in the lives of those affected by Blood Cancer. We are proud to support them with a range of benefits, recognition and many options for agile working. All contributing to a strong work/life balance. We also have various learning opportunities to support you in your development and help you grow to realise your potential and shape a career with Blood Cancer UK.

## KEY RELATIONSHIPS

Reports to	Supporter Relations Manager
Line management responsibilities	N/A
Key relationships	<p><b>Internal contacts:</b> Fundraising Teams, Finance Team, CRM Team, Health Information and Support Services Team.</p> <p><b>External contacts:</b> Blood Cancer UK supporters and volunteers.</p>

## MAIN RESPONSIBILITIES

### Customer Service:

- Deliver an outstanding supporter experience and develop relationships with our supporters in every interaction you have with them
- Respond to all inbound enquiries, requests and donations received (by phone, email, in writing or in person) in a prompt, efficient and helpful manner and within the agreed timescales
- Deliver outbound stewardship calls for key events and products
- Fulfilment of welcome packs, fundraising materials and thank you letters
- Complaint handling

### Administration:

- Provide fundraising and administration support across the Fundraising directorate. This involves managing supporter enquiries and registrations for fundraising appeals and campaigns, as well as the full range of fundraising events.
- Processing cheque, card and cash donations
- Coding fundraising pages such as Just Giving
- Recording and updating event registrations
- Data entry and updating details in our CRM system
- Coding income and making financial adjustments

### General Responsibilities:

- Ensure compliance at all times with legislation, such as Institute of Fundraising codes of practice, data protection and GDPR, Fundraising Regulator, Gift Aid and all other requirements of an ethical and professional fundraising charity
- Take a proactive approach to personal development
- Contribute to team meetings and workshops
- Work collaboratively with other colleagues to continuously improve our processes and ways of working

## **THINGS WE ALL DO**

- Promote Blood Cancer UK's vision, mission and core values
- Support Blood Cancer UK's commitment to actively promoting equality, diversity and inclusivity
- We're all fundraisers. This is slightly different for all roles, and your team will have fundraising KPIs and objectives we all work to
- Attend and assist at Blood Cancer UK events and activities as required (NB this involves evening and weekend work)
- Be an effective ambassador for Blood Cancer UK at any activity you attend
- All staff are expected to adhere to Blood Cancer UK's policies and procedures
- Do any other reasonable things your manager needs you to do
- We work in partnership with our community by actively involving people affected by blood cancer in the decisions we make about our work – what we do and how we do it

## PERSON SPECIFICATION

<b>Skills knowledge and experience</b>
Excellent communication skills in both writing and verbal, with the ability to adapt to suit the audience
Strong working knowledge of Microsoft Office, including Word, Excel and Outlook
The ability to manage multiple projects simultaneously and prioritise your workload
Builds and maintains good working relationships with colleagues to foster team spirit, commitment to the team and achievement of shared goals
Excellent attention to detail, and analytical and numeracy skills
A pro-active approach to personal development
Confident using data and insight to improve performance and make decisions
Fluent with digital collaboration tools to meet, share and collaborate with colleagues
Commitment to understanding users' and audiences' needs and behaviours, and developing products, campaigns, services and communications based on meeting these needs
A positive attitude to technology, insight and data, including an enthusiasm to use new technologies and ways of working to deliver team/individual objectives
<b>Desirable</b>
Experience of using a CRM or database, including understanding the value of capturing, maintaining and getting the most from the data to respond to customer needs desirable
Understanding of personal data under the principles of GDPR
A collaborative approach to working with other teams
Able to consider barriers users might face in using our products and services, and use this insight to make sure they are accessible to everyone