

Supporter Relations Manager (mat cover)

The Supporter Relations Team plays a pivotal role in building relationships with our supporters and assisting our fundraising team to raise vital funds that will support our mission to beat blood cancer within a generation. The main purpose of this role is to lead and develop the Supporter Relations Team to deliver excellent customer service to our supporters from the beginning of their journey with Blood Cancer UK. Our processes need to be as efficient and effective as possible to get the best from our supporters.

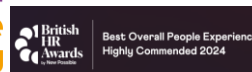
This is an excellent opportunity for someone with great communication, organisation and interpersonal skills. The post holder will take responsibility to help build lasting relationships with our supporters through written and verbal communication and ensure efficient administration of donations and maintaining accurate data on our CRM system. They will also maintain positive working relationships with all internal and external stakeholders, and contribute to continuous improvement both within the team and the wider organisation.

The closing date for this exciting opportunity is: **9am on Monday 27th May 2024**

Interviews expected to take place on Monday 3rd June.

Please note that we may bring forward the closing date at our discretion.

Blood Cancer UK values diversity and is an equal opportunities employer





WHY WORK AT BLOOD CANCER UK?

We started because of Susan, we'll get there because of you.

Blood Cancer UK was started by one family who lost their daughter, Susan, to blood cancer, and that history and sense of family continues to shape who we are today. When you join Blood Cancer UK, you don't just become an organisational employee – you become part of a collaborative community dedicated to funding research into beating blood cancer that includes some of the most inspiring people you'll ever meet.

And we're not that far away from beating blood cancer. We're confident we can do it within the next generation, and this makes us hugely ambitious and gives us a sense of real urgency. It also means we're changing quickly as an organisation as we constantly challenge ourselves and strive to become more and more effective. This pace of change means working here isn't for everyone. But if you're excited by the chance to work in a fast-paced, agile and supportive environment with the focus and ambition to beat blood cancer this could be the place for you! We focus on results rather than time spent at a desk, so we deliver more for people affected by blood cancer.

Blood Cancer UK offers the chance to work for and with people affected by blood cancer, and the opportunity to advance your career and develop your skillset whilst taking on exciting new challenges and making your mark.

ABOUT US

We are Blood Cancer UK, and we want to change the world for all blood cancer patients. Every year we stop more people dying of blood cancer and our researchers are even working to stop people developing blood cancer in the first place.

We're the UK's specialist blood cancer charity and our vision is clear: we're here to beat blood cancer and we've been working to do this since 1960.

We fund world-class research; provide information and support to patients and their loved ones; and raise awareness of blood cancer. Since 1960 we have invested more than £500 million in blood cancer research in the UK. Where we've invested, survival rates and quality of life have improved.

We're proud to say that UK blood cancer research leads the world, thanks to the money we've been able to invest because of our supporters and fundraising. But we still have so much more to do: blood cancer is the 5th most common cancer and sadly it is the 3rd biggest cancer killer in the UK claiming more lives than either breast or prostate cancer.

We improve the lives of blood cancer patients with cancers such as leukaemia, lymphoma and myeloma because we believe everyone should be able to live their life to the full. We've been working to beat blood cancer for over 50 years and we won't stop until we do. Be a part of our story and help us change the world.

OUR VALUES

Our values inspire us, and guide our decision making and actions. We will ask all shortlisted candidates about their connection to our values at interview stage, so please make sure that our values resonate with you before applying.

Striving for results:

We are determined, focussed on a clear vision. We are motivated, practical and passionate to do all we can to make the lives of those affected by blood cancer better and to ultimately find a cure for blood cancers.

United as a family:

We are one caring family. We work together to raise funds and awareness, to inform and look after people affected by blood cancer. We value each other's contribution. We work as one.

Standing in others' shoes:

We have empathy, we listen, we see things from the perspective of others. We take ownership to address issues and solve problems. We do all we can to help and support others.

Making knowledge count:

We are experts in our field. We share our knowledge and use our expertise to help get the best outcomes for those affected by blood cancer. We build understanding.

AGILE WORKING

Working agile means we changed from having a culture where people are expected to be in the office from 9am to 5pm to one where we're much more focused on what they deliver. We've built a positive culture where autonomy, trust, wellbeing and flexibility allow us to recruit and retain the very best people.

Above all, agile working is about treating people like adults. If you want to go to your child's assembly or a personal appointment and make up the time later, then fine. If you have a report to write and want to spend the day in a coffee shop because that's where you do your best work, that's fine, too.

Equally, there will be times when you'll put in extra hours during a busy period, and for some of us working in the office means we perform our roles to the best of our ability. We also have colleagues with roles which mean they hardly ever work in the office. Agile means we can all balance trust and autonomy with responsibility and accountability.

Underpinning this are our organisational agile principles, which are:

- We focus on delivering outcomes for people affected by blood cancer, whether that be in person or virtually
- We create spaces for our people to do their very best work
- We connect in person when it matters to deliver for people affected by blood cancer
- We provide collaboration and spaces for our staff, teams and supporters
- We make good use of virtual working
- We constantly review these principles and adjust them always making sure we continually deliver for people affected by blood cancer

Within each team, there are practical agile resources and principles, which give everyone a framework to make values based decisions on when and where they work from.

This approach means better work-life balance, making it easier for us to attract brilliant people, and to make sure that once they're here they want to stay. And becoming more focused on the results will mean we deliver more for people affected by blood cancer.

We work in an agile way because it will help us deliver more for people with blood cancer. This is because:

- We have the ability to make decisions about the most effective way to achieve our targets
- Agile working allows for better work-life balance = better recruitment and better retention of staff
- It supports diversity and wellbeing within the workplace – e.g. non-neurotypical employees, mental health, extroverts and introverts
- One size doesn't fit all! We're all different, with different strengths
- We want everyone who works at Blood Cancer UK to be able to thrive at work, and do the best work they possibly can

Please talk to us about this if you'd like to discuss how it might work for the role you are applying for, either before you apply, or as part of the application process. For the majority of our roles, you can choose whether and how often you work in our offices. Some roles will require travel to ensure you can fully deliver the role. This is specified in the role description below. As an organisation, we all meet up in person for our all-staff Away Days.

Travel expenses

For the majority of roles, your contractual place of work will be one of our offices. Very few of our roles require staff to work from an office, and so individuals are able to choose where they wish to live. For travel expenses purposes, this means that we do not pay for travel into your contractual place of work (your commute). And if you have to travel to another location for your role, you'd be able to claim the difference between a normal journey to your contractual place of work, and the new location.

Majority of our roles can be performed hybrid which means you will be required to **attend the office 2-3 days per week**. Travel costs to your contracted office will be at your own expense.

JOB DESCRIPTION AND PERSON SPECIFICATION

Role	Supporter Relations Manager	Location	Edinburgh/Hybrid Expected travel for this role is: Two all staff away days and two directorate away days per year.
Contract Type	Fixed term – maternity cover	Contract Length	12 – 14 months
Salary	£39,733	Intended start date	1 st July 2024

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 Manager would suit someone energetic, organised and confident at communicating. A skilled people manager, you'll be able to get the best out of our team to support them to deliver an outstanding experience to our supporters and community. Leading the team who are the first point of contact for our supporters, you will be able to build a rapport with supporters over the telephone, competent with written communications across a range of mediums, and able to inspire and motivate others to do this too. You'll be experienced in training and developing a team, both supporting their wellbeing and driving performance. You'll also have experience of using a CRM or database, which will be vital when supporting your team and other colleagues to get the best out of our systems and processes. 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 Manager will support the wider Fundraising Team 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	Senior Supporter Relations & Journeys Manager
Line management responsibilities	5 line reports – all Supporter Relations Assistants Volunteer Management
Key relationships	Internal contacts: All Fundraising Teams CRM Team Digital Team Finance Team Support Services Manager External Communications Team Mass Marketing Team External contacts: Third party fulfilment house Telephony agency Office building manager

MAIN RESPONSIBILITIES

People Management:

- Line management responsibility for 5 line reports
- Strategic development of whole team, identifying gaps, planning, creating and delivering training to team
- Overall coordination of team workload, planning ahead, ensuring changing priorities are continuously communicated and visible
- Recruitment and inductions of staff and volunteers
- Volunteer management
- Training and coaching the team on individual tasks / processes / queries

Operations:

- Key internal contact for issue resolution for all platforms eg. telephony or fundraising page platforms
- Key member of core project group for incident reporting
- Operational planning and regular Ops meetings with key stakeholders
- Supporting colleagues cross team with varying queries on income / CRM / investigating discrepancies
- Representing SRT in cross team projects
- Coordinating briefs and communications into SRT
- Account / relationship manager for fulfilment house (Elovate)
- Complaint handling, including being the first point of contact for escalations

Continuous Improvement:

- Cross team process improvement and ways of working
- Creating and delivering cross team and organisation-wide training such as Complaint Handling and Gift Aid training

- Complex data maintenance - all work that comes up via our CRM/SRT Ops meetings, including working collaboratively to create new integrations and processes

General Responsibilities:

- Health & Safety lead for Edinburgh office
- General office management for Edinburgh office

THINGS WE ALL DO

- Promote Blood Cancer UK’s vision, mission and core values
- 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

PERSON SPECIFICATION

Skills knowledge and experience
Experience using a CRM or database
Excellent written and verbal communicator, including listening skills and outstanding customer/supporter service skills
Strong relationship management and interpersonal skills with a pro-active approach to self-motivate and able to inspire others, including supporting them to set and achieve individual and team objectives
Able to manage multiple projects and relationships simultaneously along with managing the day to day operations of the team
Ability to give and receive both positive and constructive feedback to drive performance improvement
IT literate – proficient with Word, Excel, Outlook, PowerPoint
Confident using data and insight to improve performance and make decisions; along with positive attitude to technology, insight and data, including an enthusiasm to use new technologies and ways of working to deliver team/individual objectives
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
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

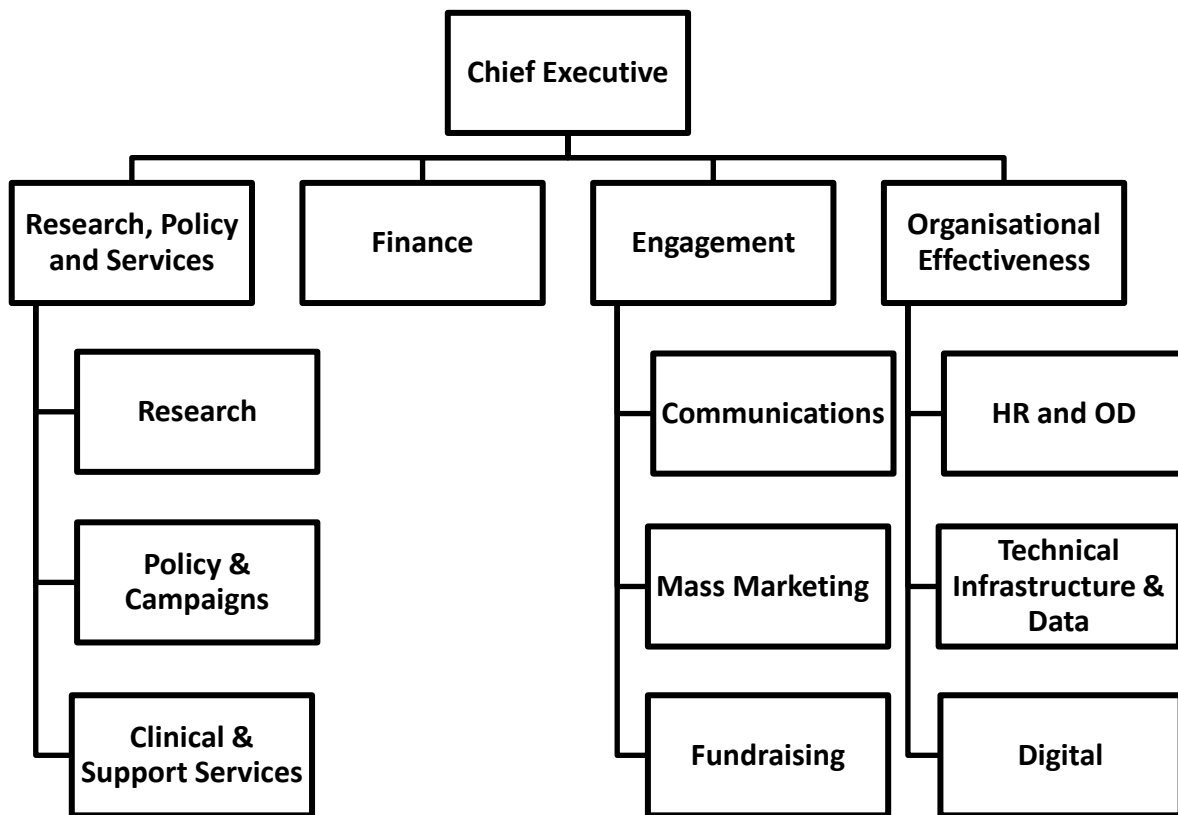
We are committed to actively promoting equality, diversity, and inclusivity. Read our statement which reflects our strong drive to change in this area:

<https://bloodcancer.org.uk/about-us/equality-diversity-commitment/>

To this end we would welcome approaches from individuals from underrepresented groups, including minority communities, and applicants with a disability, to better reflect the community we serve and help broaden our perspectives.

THE TEAM ORGANOGRAM

Now you have read about the role, to help you get a better feel of where it sits in Blood Cancer UK, here is a simplified organogram.



SHORTLISTING AND INTERVIEWS

Blood Cancer UK is an equal opportunities employer and we are committed to ensuring all applications are treated fairly. If you're shortlisted for a role, you'll receive an invitation to the next stage, which might be either a telephone interview, or a face-to-face interview. We'll send you all the details you need. We usually have a maximum of a three-stage process if you're shortlisted.

We're a part of the disability confident scheme and will guarantee to interview candidates with a disability whose application meets the minimum criteria of the role as detailed under the person specification.



If you require any reasonable adjustments to be made as part of the application process, please email us on recruitment@bloodcancer.org.uk and we'll discuss this further with you.

We'll always let you know the outcome of your application. We'll also always give feedback to anyone who is shortlisted and interviews with us. Usually, we're unable to provide feedback to anyone who doesn't get to interview stage.

To apply:

We ask you to send us a CV and cover letter via our recruitment system. The link is on our vacancy page. In your cover letter, we'd like to know why you're interested in working with us at Blood Cancer UK. It's also helpful if you tell us why you think you are a great candidate for this role. Your cover letter doesn't have to be too long, 1-2 pages is ideal.

We use a blind shortlisting process for initial applications. This means that when you apply, the hiring manager cannot see any of your personal details, for example, your name, your contact details, or any equality and diversity data that you provide. Our recruitment system takes care of this, so you can just upload your CV as normal. It's easier for our system to read CVs which don't have any additional formatting. So if you can, avoid adding symbols, or pictures into your CV.

FOR FURTHER INFORMATION ABOUT US

See our website www.bloodcancer.org.uk

THE GOOD STUFF WORKING AT BLOOD CANCER UK

Apart from all the hard work we do, there are some really good benefits to working at Blood Cancer UK. Here are just a few:

<p>Annual leave Entitlement is 30 days per year, in addition to bank/public holidays. In addition, we all have an annual entitlement of five wellbeing days per person.</p>	<p>Personal development Development is really important to us and there are a variety of options available to staff at Blood Cancer UK.</p>
<p>Family leave We offer enhanced pay during maternity, paternity and shared parental leave.</p>	<p>Interest free season ticket loan We pay for the ticket and you repay the money out of your monthly salary.</p>
<p>Pension When you join us we'll automatically enrol you onto our pension scheme, which is run by Aegon. This can be increased through length of service.</p>	<p>Agile working We value results and outcomes and support this with an agile working policy. Where and when you work is managed by you.</p>
<p>Employee Assistance Programme Offers support information, expert advice and specialist counselling to help you prepare for life's predictable milestones.</p>	<p>Ride2work scheme This allows you to obtain a new bike to use to ride to work. You can then repay it through your salary.</p>
<p>Life assurance Although we don't like to think about it, should something happen to you while working for Blood Cancer UK we have life assurance for staff.</p>	<p>Interest-free loan This allows you to take an interest-free loan of up to £1,000, and repay this over up to 12 months through your monthly salary</p>