



START SOMETHING

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Supporter Care and Fundraising Executive	PAY BAND:
FUNCTION:	Fundraising and Marketing	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The Supporter Performance and Operations Team drive and support our fundraising performance. We partner with colleagues to improve the quality and efficiency of our fundraising activities.	









WHERE YOU WILL FIT

Deputy Director of Fundraising and Marketing	Senior Head of Supporter Care and Data	Head of Supporter Care and Fundraising Standards	Supporter Care and Fundraising Executive
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Young people need us more than ever and we will be there for them. This position plays a critical role in raising the funds we need to help young people. Your role will support the team to deliver high fundraising standards and supporter care every time in line with internal and external standards.

WHAT WILL YOU DO?

-  To maintain and advise on policies and procedures to ensure we deliver our fundraising activities to the highest standards in line with the Code of Fundraising Practice.
-  To support the team in answering Fundraising Compliance inquiries
-  To support with the delivery of Fundraising Compliance inductions and training for the wider team
-  To support the delivery of the Fundraising Assurance Audit
-  Respond to supporter enquiries and complaints in a professional, timely manner and ensure the delivery of excellent supporter experience and stewardship
-  Identify improvements to our processes, systems, and supporter care activities including lead on specific improvement projects
-  Support the wider team with tasks such as income processing and data tasks where necessary
-  Responsible for actively contributing to an equitable, diverse and inclusive workplace



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THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
A good understanding of the fundraising compliance landscape or commercial equivalent.	To support colleagues to ensure that their fundraising activities are meeting internal standards and code of fundraising practice.
A good understanding of the principles of excellent customer service or supporter care.	To provide the best possible service for our supporters, donors, delivery partners, and colleagues.
Exceptional interpersonal skills and ability to communicate with a wide range of stakeholders.	You will work collaboratively across many stakeholders at all levels to deliver shared goals.
Excellent prioritisation skills with a track record for delivering multiple activities on time.	To be able to manage a range of different projects and prioritise appropriately.
A passion for delivering an exceptional experience for supporters.	To put supporter experience at the heart of what you do and to inspire others to ensure our supporters are consistently getting the experience they deserve.
Experience	Why do we need this?
Experience of working with stakeholders to ensure activities meet internal and/or external compliance standards	To support colleagues to ensure that their fundraising practices are meeting our internal standards and the code of fundraising practice.
A knowledge of processing supporter and donation information on a fundraising database.	Maintaining our database is critical to ensure we have accurate records and are able to thank and steward supporters appropriately.

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience of developing policies and procedures to be applied across multiple stakeholders and teams.	You will lead on developing, writing, and implementing relevant policies and procedures which improve supporter experience and standards.
Skills & Knowledge	Why do we need this?
An understanding of the challenges faced by the young people we support.	You'll talk with credibility about the need to support the crucial work of the Trust to inspire much needed support.






WHAT DO WE EXPECT FROM YOU?



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OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.

 Inspiring We lead by example	 Approachable We are open minded and value diversity	 Empowering We enable positive change	 Non-Judgemental We focus on the potential, not the past	 Passionate We are absolutely committed to supporting young people
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Here at The Prince's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by PT CAN (our Cultural Awareness Network), PT GEN (Gender Equality Network), PT DAWN (Disability & Wellbeing Network) and Pulse (LGBTQIA+ Network). For more information, [click here](#).

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works in the delivery level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
You inspire others through passion for what we do You keep young people and our end goal in mind You build trust in others by demonstrating reliability You engage in challenges with optimism and resilience You're authentic and bring your unique talents to work, encouraging others to do the same	You seek out opportunities afford by change, adapting accordingly and to enhance own development and build expertise. You suggest improvements and alternative approaches wherever appropriate You give and receive feedback, harnessing new information to improve your own performance	You're approachable, clear and professional You treat people as individuals, tailoring communication and influencing style accordingly. You communicate difficult messages and challenge others' thinking effectively You listen to others with empathy and sensitivity You act as an ambassador for The Trust whenever communicating externally	You offer support to colleagues and ask for help when needed You manage the expectations of others, gaining buy-in where required You share knowledge and information You build relationships with others across The Trust and externally, where appropriate You act as an ambassador for your own team across The Trust	You manage projects effectively; planning, organising resources and reprioritising as required You monitor progress towards milestones, taking actions to ensure deadlines are met You make effective, data-driven decisions, considering consequences and consulting with others where appropriate You take the initiative to solve problems and develop several potential solutions

THE WELFARE OF OUR YOUNG PEOPLE

The Prince's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment we undertake basic disclosure checks in accordance with the Codes of Practice for all roles within the Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.