

JOB DESCRIPTION

Job Title:	Supporter Care Coordinator
Team/Directorate:	Fundraising
Salary range/pay band:	£27,000 per annum
Reports to:	Individual Giving Manager
Direct reports:	N/A
Hours:	37.5
Location:	Shooting Star House – Hampton , Christopher's – Guildford , and from home as agreed with line Manager, subject to review

Introduction to Shooting Star Children's Hospices

Shooting Star Children's Hospices

Shooting Star Children's Hospices provides specialist care and support to families who have a baby, child or young person with a life-limiting condition, or who have been bereaved. Rated 'Outstanding' by the Care Quality Commission, we support families across Surrey, north-west London and south-west London from diagnosis to end of life and throughout bereavement with a range of nursing, practical, emotional and medical care.

Our specialist care and support is free of charge to families and available 24 hours a day, 365 days a year. It includes specialist nursing in the community, symptom management and pain relief, overnight respite stays, end-of-life care, specialist bereavement care and a comprehensive range of therapies, groups and clinics for the whole family.

At the heart of what we do are our dedicated staff; their exceptional commitment and professionalism means every family has the opportunity to **make every moment count**.

It costs £10 million a year to run Shooting Star Children's Hospices. Just 30% of our funding comes from the government, so we rely on our supporters' generosity to keep the service running. We employ 175 members of staff, including 98 nursing and medical staff, and support around 700 families.

Introduction to Fundraising

Shooting Star Children's Hospices Teams

The Fundraising Team plays a vital role in securing the funds needed to run the charity. We do this through various fundraising initiatives, from community events, to climbing mountains, from recycling 650 Christmas trees to hosting an annual Gala Ball.

Main purpose of job

This role will be responsible for supporting the Individual Giving Manager in the provision of excellence in supporter care for individuals supporting all fundraising activities and projects related to Shooting Star Children's Hospices Individual Giving programme (up to £1000), Gifts in Memory fundraising and ensuring Shooting Star Children's Hospices families who choose to fundraise are effectively supported in their activity. This role will support the charities appeal fundraising programme, working with the Head of Supporter Engagement and Individual Giving Manager on supporter stewardship.

The Supporter Care Co-ordinator will also provide efficient and effective key administrative support to the wider fundraising team, optimising income generation proactivity cross-team.

Work Relationships

The post holder will work closely with and report to the Individual Giving Manager and will also work closely with the following:

- Supporter Engagement Team
- Wider Fundraising Team
- Finance and IT/Database Teams
- Shooting Star Children's Hospices supporters and donors
- Supported families who wish to fundraise
- Supporter Development Team volunteers
- Communications & Marketing Team
- Hospice Administration staff and care team staff in relation to supported families who are fundraising and access to the hospices for supporter development projects
- External sector networks to share knowledge and best practice

Decision making authority

Decision making around day-to-day priorities and daily activity, as agreed with the Individual Giving Manager and Head of Supporter Development

Key Responsibilities

- Supporting the Individual Giving Manager and Head of Supporter Development in the fulfilment of the team's strategic objectives and implementation of team-wide projects and initiatives
- Provide effective and efficient support, both administrative and representative (as required) to all Supporter Development activity
- Provide excellent customer service by ensuring all initial enquires to SSCH's by supporters are dealt with promptly and professionally, answering all enquiries from members of the public and SSCH's supporters by email, phone, and post, dealing with all supporters in a sensitive and compassionate manner.
- Daily coding of fundraising post, liaising with finance, and fundraising team over queries
- Responding to supporter complaints where appropriate and escalating all complaints to the Head of Supporter Development
- Working with the Individual Giving Manager and Heads of department with ongoing development of supporter communications and ensuring all communications are in line with the relevant Supporter Journey (with consistent, updated messaging as agreed with the Communications and Marketing team). Providing personalised and bespoke thank you communications to supporters to develop ongoing and long-term donor engagement.
- To support and contribute to the continued development of the Supporter Development income streams including General Donations, Gifts in memory, regular giving and supported family fundraising, working with the Individual Giving Manager and the Head of Supporter Engagement

- Ensure supporter communication preferences are updated on Raisers Edge and that all supporter communications are in line with relevant preferences in accordance with fundraising regulation, data protection and GDPR.
- Maximise gift aid opportunities for all Individual Giving and GIMO donors where possible. Support the wider fundraising team with gift aid administration, accurately recording on Raisers Edge to optimise gift aid income
- Carrying out general database work such as updating addresses, and adding global actions
- Provide excellent data handling using Raisers Edge, ensuring accurate recording and data capture on the CRM. With a high attention to detail, ensure all data is handled efficiently, promptly and accurately, ensuring excellent data processing to support the daily delivery of the fundraising function.
- Providing ad hoc administrative support to the Director of Fundraising when required
- Supporting fundraising events as necessary and contributing to the wider fundraising activities of the organisation
- Working with the Head of Supporter Engagement and Individual Giving Fundraiser to maximise opportunities from the SSCH's open day programme. Working closely with care in the event organisation and on the day, always ensuring a cross-team approach. Providing administrative, logistical and on the day event support for the event programme. Working effectively across teams, ensure the open days are cross fundraising team events. Provide excellent pre and post event communications to supporters.

Please note this is not an exhaustive list of duties.

Other duties

- The post holder will be working in a developing environment and he/she will therefore be expected to undertake other appropriate duties as required for the effective operation of SSCH
- The post holder will be required to travel in the SSCH catchment area

Mandatory Criteria

1. Professional Codes of Conduct

The post holder will be required to respect professional codes of conduct and practice relevant to their role, as appropriate

2. Health and Safety

The post holder will be responsible for health and safety in the area under their control and ensure that they are familiar with SSCHs policy on health and safety at work.

3. Mandatory Training

The post holder will attend all mandatory training relevant to their role

4. Our values and behaviours

Shooting Star Children's Hospices is a leading children's hospice charity for babies, children and young people with life-limiting conditions, and their families. We require that

all of our staff share our common values and display behaviors that will enable us to achieve our goals.

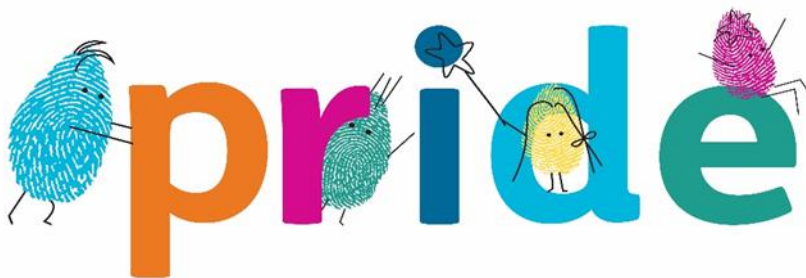
Professionalism – *we will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.*

Respect – *We will treat each other with the utmost respect.*

Integrity – *We will be open, honest and transparent in all that we do.*

Diversity – *We will respect individuality and ensure inclusion and fairness to all.*

Excellence – *We will strive for excellence in all that we do.*



Star Children's Hospices is committed to ensuring the welfare and safety of children and young people. All staff members are expected to adhere to our safeguarding policies and procedures. This includes undergoing appropriate training, following reporting protocols for any concerns related to child welfare, and promoting a safe and supportive environment for children and young people. Before commencing employment, successful candidates will be required to provide satisfactory references and undergo an enhanced Disclosure and Barring Service (DBS) check.

Part 3: Person specification: Qualifications, experience and skill levels

Key: E = Essential D = Desirable

a) Qualifications

- 5 GCSEs A-C or equivalent, including Mathematics and English (E)
- Fundraising Qualification (D)

b) Experience

- Fundraising experience (D)
- Previous experience of working directly with supporters or customers (E)
- Excellent database skills and previous experience of working with a fundraising database (D)
- Excellent working knowledge of Word, Excel & PowerPoint (E)
- Demonstrable work experience within an administration role (E)

c) Knowledge and Skills

- Excellent communication skills, written and verbal (E)
- Excellent time management and organisational skills with good attention to detail (E)
- Proactive, enthusiastic and solution-focused work approach (E)
- Proven experience of a flexible approach to managing and prioritising a varied workload and at times multiple tasks(E)
- Customer focused with the ability to show empathy, tact and diplomacy at all levels (E)

d) General attributes

- Ability to engage and enhance cross-team working
- A commitment to the values and beliefs of Shooting Star Children's Hospices
- Contribute to providing a positive, supportive and caring working environment
- Remains calm and focused under pressure
- Works in a way that inspires confidence and respect from colleague
- Flexibility in work commitment, willing to work some weekends and evenings in support of specific events.

What we offer

Pension scheme

- NHS Pension Scheme (eligible employees)
- Stakeholder pension scheme
- Employee contribution 3.5%
- Shooting Star Children's Hospices contribution 4.5%
- Additional contributions – we will pay 1% above the contribution up to a limit of 7%

Annual leave

- 27 days plus Bank Holidays rising with length of service
- 2 weeks paid sabbatical leave after 5, 10 and 15 years' service

Contractual benefits

- Generous sick pay scheme
- Enhanced maternity, adoption, and paternity leave pay
- Flexible working arrangements
- Death in service benefits
- Reimbursed professional membership fees
- Employee referral scheme
- Blue Light discount card

Health and wellbeing

- Employee Assistance Programme
- Occupational Health
- Eye care
- Cycle to work scheme
- Mental Health First Aiders
- Nutritionally balanced meals at Christopher's (free for employees) and free fruit at our Hampton site

Equality, diversity and inclusion

Shooting Star Children's Hospice is committed to inclusion and diversity in everything we do. We know that getting things right is critical for us to live our organisation's values: Professionalism, Respect, Integrity, Diversity and Excellence.

We are always trying to improve our way of working to be more inclusive and equal. Our vision is for Shooting Star Children's Hospice to be a place where people of all backgrounds, groups and communities feel welcomed to work and volunteer.