

**CARERS
TRUST**



**Supporter Care Coordinator
(Stewardship)
Recruitment Pack**

Supporter Care Coordinator (Stewardship)

Fundraising

Contract: Permanent, part time 0.6FTE

Hours: 21 hours per week, flexibility within Monday-Friday 9am-5pm.

Salary: £27,000 - £29,000 pro rata

Location: Hybrid, anchored to the London Carers Trust office 1 day a week.

Why this role is pivotal to Carers Trust

Do you want to help shape a better future for unpaid carers across the UK? Are you passionate about supporter/customer care and data entry and ready to help build a best-in-class supporter care experience?

This is one of two new roles at Carers Trust that are essential to giving our supporters a personal and highly professional level of donor care. This role focusses on great thanking and donor stewardship whilst supporting the “twin” role, Supporter Care Coordinator (Data), which focusses more on financial processes and data entry.

Working closely with the Head of Individual Giving and the other Supporter Care Coordinator (Data), you will ensure that the way we manage thanking and donor queries is superb and that our data is the essential foundation to our high-quality fundraising and help us to create long term relationships with supporters.

In this role you will



- Be the lead member of the team looking to create a best-in-class donor stewardship programme through delivery of high-quality thanking.
- Work closely with the other Supporter Care Coordinator (Data) to add accurately individual data and gift data onto the database.
- Work closely to ensure data is of the highest quality.
- Work closely with the Head of Individual Giving & Legacies to create a culture and practice where our supporters feel inspired and valued.

Our ideal candidate



- Will understand the need for, the practice of, and have experience of, high quality donor or customer care.
- Can thank supporters with care and inspiration through post, email and by phone.
- Will deal with supporters in a fast, concise, friendly, and transparent way.
- Will have been in a customer/donor facing role.
- Is IT competent and proficient in data entry.
- Has experience of using financial systems and processes.
- Will have excellent attention to detail and numeracy skills.
- Should be comfortable engaging with all our supporters but also our (mostly) older supporters in a friendly and professional manner.
- Is comfortable creating new processes and working within processes, whilst always seeking ways to improve.
- Will work closely with other team members and departments, working in a collaborative way, putting the needs of supporters and the organisation first.
- Will have a good understanding of data protection best practice.

Main responsibilities (not an exhaustive list)



- Create and maintain processes to ensure all our gift recording and thanking is done efficiently and with a focus on giving the best donor care.
- Be the key member of the Fundraising team responsible for inputting records and gifts: such as cash, cheques, credit cards, direct debit etc.
- Open the post, recording all donations and disseminating all other information.
- Maintain filing systems for donation and gift aid information.
- Assist the data manager in ensuring data is clean and correct.
- Work with the finance team to ensure our CRM and accounts records are reconciled on a monthly basis.
- Write and send compelling thank you letters, emails and make similar phone calls.
- Working closely with the Supporter Care Coordinator (Data) to ensure each other's role are covered and supporter during absences and busy periods.
- Answer the telephone and manage a phone rota for managing queries from supporters and beneficiaries. Train other members of staff answering phone queries to take donations and answer other queries over the phone.
- Manage the fundraiser enquiries inbox.
- Support challenge event fundraisers such as those taking part in the London Marathon.

How to apply



Please apply by uploading your CV and supporting statement via the Carers Trust website as instructed.

For an informal conversation about the role please contact Joe Sutton, Head of Individual Giving and Legacies, on jsutton@carers.org

Application deadline: Sunday 18th August

Expected interview date: Friday 23rd August, in person at London Carers Trust Office in Southwark

