

YOUR NEW ROLE AT THE TRUST

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












WHERE YOU WILL FIT

Deputy Director of Fundraising	Head of Supporter Care and Fundraising Compliance	Supporter Care Manager	Supporter Care 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. Every year, we need to raise around £60m. This role will play critical part in raising the money we need to help young people. This role will be responsible for ensuring that we deliver efficient and high-quality supporter care including an excellent supporter experience and income allocation that meets internal and external standards.

WHAT WILL YOU DO?

-  Identify, code, and reconcile all our fundraised income efficiently and to high levels of accuracy. Take ownership of specific tasks as delegated by the Supporter Care Manager.
-  Input supporter information and gift details into the fundraising CRM, ensuring high levels of accuracy and manage third party relationships as required.
-  Prepare and send timely thank you letters or receipts to supporters for their contributions and identify opportunities for improvements.
-  Collaborate with the finance team on identifying and reconciling income.
-  Collaborate with the fundraising team to ensure seamless coordination between fundraising activities and gift processing, including attending events as required.
-  Work with the database team on processes relating to importing donor data from new and existing platforms.
-  Act as a first point of contact for queries from colleagues regarding supporter care, stewardship, gift administration, assessing, resolving, or escalating where necessary.
-  Respond to supporter enquiries and complaints in a professional, timely manner and ensure the delivery of excellent supporter experience and stewardship.
-  Assist the Supporter Care Manager with planning the flow of work through the team and prioritising key tasks.
-  Maintain core standards across all tasks, ensuring that that processes are compliant with fundraising regulations, and best practices.
-  Responsible for actively contributing to an equitable, diverse, and inclusive workplace.

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?
Excellent writing and editorial skills	The role will include writing and editing press releases and other communications for journalists and external stakeholders
Excellent understanding of the media and their needs	The role will be dealing with journalists on a regular basis
Ability to build excellent working relationships internally and externally with good influencing and diplomacy skills	You will be in regular liaison with senior stakeholders internally and externally, including pitching to journalists and advising and supporting colleagues and partners
Ability to meet deadlines and to prioritise competing organisational needs	The Communications team often handles multiple demands and short deadlines
Knowledge of how to deal with young people in a case study/media context and related confidentiality and legal issues	Writing and editing young people's case studies for the media will be a key part of the role
An understanding of the current economic climate and challenges facing young people	This role requires knowledge about the needs of young people to help best communicate to media about The Trust's work
Experience	Why do we need this?
Experience of working in media relations including proactive media relations, event PR, feature placement, and issues based campaigns	You will need to support a range of media relations activity, from features to news, and from fundraising activity to issues based campaigns
Experience of handling sensitive issues in the media	You will have an active role to play in crisis communications
Experience of offering counsel and media advice to a wide range of staff including senior management and regional colleagues	In this role you will write and edit media briefs for internal spokespeople and deliver verbal briefings
Experience in working across functions, particularly with marketing and digital colleagues	A significant part of the role is working with the digital team on communications for social media which complement overall strategic communications and campaigns
Experience of managing or leading a team	You will line manage team members and you will play a key role in supporting both the Head of Media Relations and Deputy Director of Communications and Ambassadors






WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience with a large and complex organisation in the public or voluntary sector	Experience of a large and complex organisation in the public or voluntary sector and an understanding of the third sector will help when handling charity news in a media context
Experience of liaising with celebrity Ambassadors and their publicists	You will play a role in assisting our celebrity Ambassadors to support us in the media
Experience of brokering media partnerships for campaigns	Media partnerships help us to guarantee media coverage and extend our reach for campaign activity
Skills & Knowledge	Why do we need this?
Sound judgement especially in terms of communications protocols	The role will support more junior members of the team to make decisions

WHAT DO WE EXPECT FROM YOU?

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.

 <p>Inspiring We lead by example</p>	 <p>Approachable We are open minded and value diversity</p>	 <p>Empowering We enable positive change</p>	 <p>Non-Judgemental We focus on the potential, not the past</p>	 <p>Passionate We are absolutely committed to supporting young people</p>
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Here at The King'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 KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT 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
<p>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</p>	<p>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</p>	<p>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</p>	<p>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</p>	<p>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</p>

THE WELFARE OF OUR YOUNG PEOPLE

The King'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 per 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.