

Job Description

Job Title:	Supporter Care Officer
Directorate:	Fundraising
Reports To (role):	Supporter Care Manager

About the Role

The Supporter Care Officer plays a key role in delivering an outstanding experience for Centrepoin's supporters, ensuring every interaction strengthens relationships, builds trust and inspires long-term engagement with our mission to end youth homelessness.

Working as part of the Supporter Care team, the postholder will provide high-quality support to donors, supporters and colleagues across multiple communication channels, resolving enquiries efficiently whilst identifying opportunities to maximise supporter engagement and income.

The role also contributes to the delivery of the Supporter Care strategy by supporting strategic projects, maintaining accurate supporter records and ensuring all interactions comply with fundraising regulations, organisational policies and service standards.

Key Responsibilities

- Deliver an outstanding supporter experience by responding to enquiries from existing and prospective supporters via telephone, email, post and social media, ensuring every interaction reflects Centrepoin's values and commitment to excellent customer service.
- Manage supporter enquiries, donations, amendments and requests accurately and efficiently, ensuring all interactions are recorded within the CRM system and completed within agreed service levels.

- Build positive relationships with supporters, donors and colleagues, identifying opportunities to strengthen supporter engagement, maximise income and promote long-term loyalty.
- Resolve supporter queries and complaints professionally, taking ownership of cases through to resolution and escalating complex issues where appropriate.
- Support the delivery of the Supporter Care Strategy by contributing to fundraising projects, campaigns and service improvements that enhance the supporter experience.
- Maintain accurate supporter records, ensuring data quality and compliance with GDPR, fundraising regulations and Centrepoin policies.
- Monitor the quality of supporter interactions, including supporting call listening and providing feedback to external fulfilment partners where appropriate.
- Work collaboratively with colleagues across Fundraising and the wider organisation to deliver joined-up supporter journeys and achieve shared objectives.
- Keep up to date with fundraising legislation, sector best practice and organisational procedures, ensuring all activities remain compliant.
- Contribute to the continuous improvement of Supporter Care processes, identifying opportunities to improve efficiency, service quality and supporter satisfaction.
- Provide flexible support across the Supporter Care team, covering key activities during periods of absence or **increased demand and undertaking other duties appropriate to the role.**

Essential Experience:

- Experience delivering excellent customer service within a supporter care, customer service or fundraising environment.
- Experience managing enquiries across multiple communication channels.
- Experience working with CRM or database systems.
- Experience maintaining accurate records and handling sensitive information.
- Experience working to service level agreements or performance targets.

Desirable Experience:

- Experience within a charity or fundraising environment.
- Experience using Raiser's Edge or a similar CRM system.
- Experience supporting fundraising campaigns or projects.

- Experience managing complaints or escalated customer enquiries.

Essential Skills :

- Excellent verbal and written communication skills.
- Strong interpersonal skills with the ability to build positive relationships.
- Excellent organisation and time management skills.
- Strong attention to detail.
- Ability to prioritise workload and manage competing demands.
- Problem-solving skills with a proactive, solution-focused approach.
- Strong IT skills including Microsoft Office and CRM systems.
- Ability to work collaboratively within a team.

Desirable Skills:

- Knowledge of fundraising legislation and best practice.
- Understanding of GDPR and data management principles.
- Knowledge of social media engagement within fundraising.
- Experience analysing supporter feedback to improve service delivery.

Essential Behaviours:

Working Together	Builds positive relationships with supporters, colleagues and external partners, working collaboratively to deliver an outstanding supporter experience.
Learning Continually	Keeps up to date with fundraising best practice, supporter care trends and regulatory requirements, seeking opportunities to improve knowledge and service delivery.
Engaging with Change	Responds positively to change, embraces new ways of working and contributes ideas that improve supporter experience and operational effectiveness.
Understanding our Goals	Recognises the vital role supporters play in helping Centrepont achieve its ambition to end youth homelessness and delivers a service that strengthens long-term supporter relationships.
Accountability	Takes ownership of supporter enquiries, ensuring work is completed accurately, professionally and in line with service standards, fundraising regulations and organisational values.

Centrepoint Values

All staff at Centrepoint are expected to work according to our six values. Below are examples of the behaviours expected for each of them. These will be assessed at interview and are included here to inform your expectations of the type of person we are looking for to join our organisation.

Integrity <i>We always put the good of young people and Centrepoint first</i> • We commit to living these values in our professional lives at Centrepoint • We work hard to build trust and productive relationships • We are honest and transparent • We confront issues early in a direct and constructive way	Energy <i>We are ambitious for young people and we have relentless drive, commitment and resilience to achieve that</i> • We act decisively, using our energy to deliver and exceed expectations • We understand our strengths and use them to strive for excellence • We have creative optimism and we embrace change and drive it • We have the courage and stamina to make tough decisions and see them through
Humility <i>Our work is a service that supports and challenges each person in our sphere of influence to fulfil their potential and ensure that they are engaged and inspired to perform</i> • We show empathy, sincerity and are servant-hearted in our approach • We are self-aware; continuously seeking to improve and we take full responsibility for our own development • We offer to help without hesitation and ask others for support when we need it	Entrepreneurial <i>We are enterprising and innovative – professional, optimistic and always thinking about how to improve</i> • We are commercially aware and financially conscious • We communicate well and bring people with us • We know and understand our business and the impact of both internal and external forces • We always ask ourselves how it can be done better; we are more ‘why not?’ and have the flexibility to adapt
Accountable <i>We know what we have to do and why. We have high standards and expectations of ourselves</i> • We have a clear direction and are fully accountable for delivery in our area • We take personal responsibility to deliver and exceed expectations • We seek and gain the commitment of others; helping others to achieve what they need to do, by inspecting what we expect. • We celebrate success and reward the right behaviour at the right time; fully supporting the	Focused <i>We deliver for and with young people in a way that is creative, inspiring and enjoyable</i> • We put young people at the heart of all we do • We are mindful of risk, seeking to be risk intelligent • We create a collaborative spirit where people are treated equally with respect • We focus relentlessly on results



**ENDING YOUTH
HOMELESSNESS**

appropriate challenge of inappropriate workplace behaviours	
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