

Supporter Care Team Leader



Directorate

Fundraising communications and engagement

Team

Supporter care

Reporting manager

Supporter care manager

Our charity

We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However you're experiencing breast cancer, we're here.

The brightest minds in breast cancer research are here. Making life-saving research happen in labs across the UK and Ireland. Support services, trustworthy breast cancer information and specialist nurses are here. Ready to support you, whenever you need it. Dedicated campaigners are here. Fighting for the best possible treatment, services and care, for anyone affected by breast cancer.

Why? Because we believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well. But to create that future, we need to act now.

Overview of the directorate

The fundraising, communications, and engagement directorate at Breast Cancer Now is responsible for communicating, engaging, and fundraising to our key audiences across a range of channels; from people living with or beyond breast cancer and their loved ones, to supporters, corporate partners, policy makers and healthcare professionals. We create and deliver high-quality, engaging information and communications about breast cancer, the impact our work has and ways to engage with Breast Cancer Now. We're led by the voices of people affected by breast cancer and involve them and champion their views and needs across a range of communications and platforms.

We're working hard to build our brand to build awareness, trust, loyalty, passion, and affinity with people affected by breast cancer and to be here for everyone who needs us.

We're responsible for delivering c£40 million gross income annually through our fundraising. We fundraise through a broad portfolio of fundraising products, partnerships, and relationships, all with the aim of delivering sustainable income and valued relationships for supporters and for Breast Cancer Now for the long term. We

work collaboratively across the charity to develop fundraising which shows the impact our supporters have and the change we want to see in breast cancer.

All our work, and our focus is so be here for anyone affected by breast cancer, with support for today and hope for the future.

Our directorate includes teams across:

- Brand, marketing, and communications
- Digital
- Press, PR and celebrity
- Individual engagement and supporter operations (incl. supporter experience)
- Community and events
- Corporate partnerships
- Philanthropy and special events

Job purpose

This is a role which operates at the heart of Breast Cancer Now's fundraising, communications and engagement department and liaises with all parts of the charity. This new role has been created within our established supporter care team to take day-to-day responsibility of the supporter care team's tasks, ensure that we are within service level agreements (SLAs) and provide excellent supporter experience. This role involves managing enquiries, responding to complaints, processing income and guiding the team to collectively deliver excellent supporter care.

Key tasks and duties

Team Leadership

- Responsible for updating supporter care rota and prioritisation of tasks carried out by supporter care team
- Create solutions to ensure the supporter care team meet service level agreements (SLAs)
- First point of contact for complaint escalation within supporter care team
- Responsible for maintaining the supporter Care Hub on inow
- Creating and maintaining procedure documents where required
- Support the supporter care executives to deal with complex supporter queries and complaints ensuring that complaints are escalated as appropriate

Projects

- Take on short term assignments from the team plan to revise procedures, coordinate reviews of supporter care's working processes, and contribute towards other team members' projects
- Challenge the way of working and have ideas for improvements to processes
- Be involved in department or organisation project teams or working groups where appropriate
- Maintaining and helping to improve supporter care team processes and procedures

Supporter Enquiries /Complaints

- Support ad hoc queries from colleagues in the fundraising and finance departments (for example to trace a payment or advise of income received)
- Provide help and support to department planning processes for new types of activities and payments
- Address ad hoc supporter queries in writing or by telephone including the handling of complaints showing empathy and professionalism
- Take telephone donations and direct debit instructions accurately.
- Ensure the fundraising database is always updated

Income Processing

- Accurately record supporter details for each gift, updating existing records or creating new records as appropriate onto our database / CRM system
- Analyse each gift, identifying the source and type of income and categorising it on the system accordingly - investigating it with the help of others where necessary so that financial records accurately reflect income received
- Using data securely and with best practice data protection principles in line with GDPR

Thanking Supporters

- To thank each gift in line with Breast Cancer Now thanking process, ensuring that the acknowledgment is personalised appropriately and exceeding supporter expectations
- Contact supporters as appropriate to further understand the nature of a donation or funds raised, and ensure that the acknowledgment will recognise the effort put in by the supporter so that they feel appreciated and valued
- Adhere to all Breast Cancer Now's policies and procedures
- Any other duties within the scope and remit of the role, as agreed with your manager

Person specification

Qualifications and experience

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
• Demonstrable experience working in a busy, fast paced supporter care or customer service team	X	X
• Experience of working with a CRM database	X	X
• Experience managing complaints in an empathetic and professional manner	X	X
• Ability to adapt and take a flexible approach		X
• Logical and thoughtful, with good problem-solving skills		X
• Flexible, enthusiastic and able to use own initiative when appropriate		X

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
• Experience of using Blackbaud CRM	X	
• Previous experience of working withing a fundraising environment	X	

Skills and attributes

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
• Ability to lead and motivate others in a team setting	X	X
• Excellent interpersonal skills with experience of inspiring and interacting with supporters	X	X
• Excellent written and verbal communication skills, with the ability to communicate with a wide range of supporters demonstrating sensitivity towards their personal circumstances.	X	X
• Good attention to detail and accuracy	X	X

• Good time management skills, with the ability to prioritise workload and manage conflicting demands	X	X
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It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
• Project management skills	X	

Knowledge

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
• Excellent knowledge and understanding of the importance of supporter care in a fundraising environment	X	X
• Good knowledge of fundraising and marketing regulations including Code of Fundraising Practice, General Data Protection Regulation, Gift Aid and Direct Debit rules	X	

Role information

Key internal working relationships

You'll work closely with the following:

- Other fundraising teams
- Database team
- IT & finance teams
- Communication and Engagement teams
- Research and Policy teams
- Services Teams

Key external working relationships

You'll work closely with the following:

- Supporters, potential supporters
- External suppliers such as response handling for other teams
- Third party donation platforms as required

General information

Role location and our hybrid working model	<p>This role is based in our London office. However, our hybrid working model allows you to work up to 3 days per week at home. The other days will be primarily based in:</p> <p>Ibex House, 42-47 Minories, London EC3N 1DY (open Monday to Thursday)</p>
Induction	<p>It's important you have a positive induction experience and therefore, you'll be asked to consider coming into the office more frequently during your initial period of employment. This will enable you to get to know your manager and team colleagues quicker. This also allows you induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter you will be able to follow the hybrid working model as described above.</p>
Hours of work	<p>35 hours per week, Monday to Friday</p>

Contract type	<p>Permanent</p>
Medical research	<p>We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there's no alternatives.</p>
Conflict of interests	<p>You'll be obliged to devote your full attention and ability to your paid duties. You shouldn't engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.</p>
Immigration, Asylum and Nationality Act 2006	<p>You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.</p>
Our commitment to equity, diversity and inclusion	<p>We're committed to promoting equity, valuing diversity and creating an inclusive environment – for everyone who works for us, works with us, supports us and who we support.</p>

How to apply guidance

We hope you choose to apply for this role. In support of your application, you'll be asked to submit your **anonymised** CV which means removing all sensitive personal information such as and for example, your name, address, gender, religion and sexual orientation. You're also asked to provide a supporting statement. When doing so please ensure you refer to the essential criteria on the person specification and clearly provide as much information as possible with examples to demonstrate how and where you meet the criteria.

Find out more about us at
breastcancer.org

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CANCER
NOW** The research &
support charity