

Job Description



Job title:	Supporter Care Assistant
Department:	Fundraising
Reporting to:	Supporter Care Manager
Salary:	£30,552 per annum
Hours:	35 per week
Location:	London
Contract type:	Fixed term for 5 months

Aims and influence

- To deliver excellent supporter care to Crisis supporters and members of the public
- To contribute to a friendly, collaborative, and productive team atmosphere

Financial and supervisory responsibility

- None

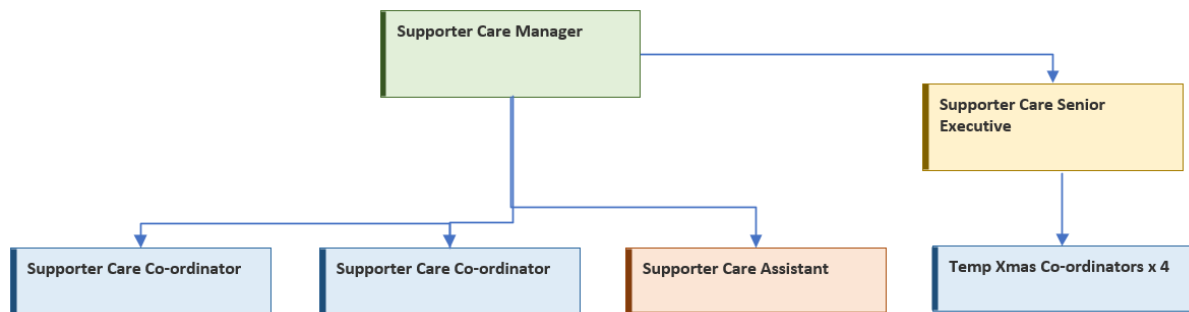
Other key details

- Annual leave may be limited during our busier periods such as Christmas



**Together
we will end
homelessness**

Organisational chart



Please note structure is subject to change

Job responsibilities

- Handling interactions with supporters, customers and the public received via telephone, email, letter, social media, and other channels, delivering an excellent supporter experience
- Accurately fulfil a range of administrative tasks, including creating and amending supporter records and logging feedback and complaints
- Consistently demonstrate flexibility, proactivity and collaboration in your approach to work
- Take active responsibility for your professional development, including working closely with your line manager to identify objectives and monitor progress
- Any other duties that may reasonably be required in the light of the main purpose of the job

General responsibilities

- Consistently demonstrating behaviour in line with Crisis values
- Complying with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act
- Develop an understanding of homelessness and Crisis' aims
- Respect and meet professional standards published by the Institute of Fundraising and the Fundraising Regulator
- Actively encourage and support member involvement within Crisis

Person Specification

Essential

1. Experience working in telephone and email-based roles in supporter care or customer service
2. Ability to organise your workload and maintain a high level of output and accuracy even during busy times

3. Ability to handle complaints and objections with confidence
4. A proactive and collaborative approach to work
5. Strong critical thinking and problem-solving skills
6. Flexibility and ability to adapt quickly to changing priorities
7. Maintain a calm and positive approach to work even when things go wrong, focusing on solutions
8. Ability to learn and use new technologies, especially digital ones
9. Ability to handle and resolve complaints with confidence, using a high level of initiative-taking and logical thinking
10. Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

- 1 Experience of communicating with supporter/customers via social media
- 2 Some understanding of Data Protection regulations and best practice

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is

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helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.