



JOB DESCRIPTION

Overview of Role	
Job title	Supporter Experience Officer (Maternity Cover)
Reports to	Supporter Care Manager
Hours	37.5 hours per week
Contract	Fixed Term Contract – 12 Months
Location	Leeds Hospitals Charity/Hybrid
Holiday	27 days per year (for a full-time member of staff, pro-rata for part-time staff)
Leeds Hospitals Charity	
Leeds Hospitals Charity is proud to support Leeds Teaching Hospitals NHS Trust. The Trust comprises seven hospitals and a dental institute, including Leeds General Infirmary, St James's University Hospital, Leeds Children's Hospital and Leeds Cancer Centre. At Leeds Hospitals Charity, we work with NHS staff to improve the experience of patients and families. We're passionate about healthcare and about making our hospitals amazing.	
About the role	
The Supporter Experience Officer plays a key role in delivering an outstanding, person-centred experience for supporters, patients, volunteers and staff. As a first point of contact, the postholder will provide excellent supporter care through the management of enquiries, donations, supporter communications and stewardship activities. The role will support the delivery and continuous improvement of supporter journeys, helping to ensure supporters receive timely, relevant and engaging communications that build loyalty, strengthen relationships and encourage long-term support. The Supporter Experience Officer will also provide volunteer co-ordination and operational support, contributing to an efficient, responsive and supporter-focused fundraising team.	

Key Job specifics and responsibilities

Administrative Processes

- Act as a first point of contact for supporters, responding to enquiries via telephone, email and other communication channels in a timely, professional and proactive manner.
- Maintain accurate and up-to-date records on the charity's CRM system, ensuring data quality, compliance and effective supporter management.
- Resolve routine operational issues, escalating more complex matters where appropriate and helping to ensure smooth team operations.
- Support with the administrative and operational processes of the Supporter Care Team, such as incoming processing, supporter stewardship, gift aid admin, data management and reporting.
- Manage end to end donation processes ensuring that all donors are thanked in a timely manner with impactful content, ensuring supporters receive an excellent experience.

Supporter Experience

- Deliver a high-quality, person-centred supporter experience, building and maintaining meaningful relationships with supporters, patients, volunteers and LTHT staff.
- Steward supporters across individual giving and fundraising activities, helping to engage and strengthen supporter loyalty, retention and connection to the charity's impact.
- Lead the development, review and continuous improvement of supporter journeys and experiences, ensuring communications are supporter-centred, insight-led and aligned with team objectives, delivering an outstanding supporter experience.
- Use supporter feedback and insight to identify trends, measure supporter satisfaction and recommend improvements that enhance the supporter experience and support fundraising objectives.
- Work collaboratively with fundraising and wider charity teams to ensure a consistent, joined-up and supporter-centred approach across all supporter interactions and activities.
- Support the delivery of projects and continuous improvement initiatives, contributing to the implementation of new processes and ways of working that enhance operational efficiency and supporter experience.

Volunteer Co-ordination

- Co-ordinate volunteer induction, training and ongoing support, acting as a key point of contact for volunteers and ensuring a positive volunteer experience.

- Support volunteer task allocation, scheduling and day-to-day co-ordination to maximise efficiency and effectiveness.

Other

Confidentiality and Data Protection Act

All employees of the Charity must not, without prior permission, disclose any information regarding patients or staff. In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Health & Safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and policies on health and safety

Service Excellence

All staff are required to support the Charity's commitment to developing and delivering excellent customer-focused service by treating patients, their families, friends, carers and staff with professionalism, respect, and dignity.

Equality Diversity & Inclusion

No job applicant or employee is discriminated against either directly or indirectly. The Charity commits itself to promote equal opportunities and will keep under review its policies, procedures, and practices to ensure that all users and providers of its services are treated according to their needs.

Disclosure & Barring Service

If you are offered a position, you may be required to undertake a DBS. The Charity may administer the DBS check on your behalf or you may be asked to undertake it yourself and report the result. The Charity will cover the cost. You may also be required to participate in the DBS Update Service. This is a condition of your employment.

Review of Job Description

This job description and person specification are an outline of the tasks, responsibility and outcomes required of the role. The job holder will carry out any other duties that may reasonably be required by their line manager and amended in the light of the changing needs of the organisation, in which case it will be reviewed in conjunction with the post holder.

Terms & Conditions

As this post is based on NHS hospital premises, this post is exempt from the Rehabilitation of Offenders Act 1974, meaning that any criminal conviction must be made known at the time of application and interview. The NHS Employment Checks Standard will apply to all applicants.

Charity Activity

Charitable Activities 20% Raising Funds 80%

PERSON SPECIFICATION



	Criteria	Measured by:
Knowledge & Experience		
Essential	• Experience delivering excellent customer service, supporter care or stakeholder engagement within a charity, healthcare, public sector or commercial environment. • Experience of managing enquiries and building positive relationships through telephone, email and other communication channels. • Experience of providing administrative support, including managing records, processing transactions and maintaining accurate documentation. • Experience of using CRM databases or customer relationship management systems, including data entry, record management and reporting. • Experience of supporting supporter, customer or service-user communications and stewardship activities. • Experience of co-ordinating volunteers, projects or operational activities, ensuring effective organisation and delivery. • Understanding of supporter care, customer experience or relationship management principles. • Experience of working collaboratively across teams to achieve shared objectives. • Understanding of data protection, GDPR and confidentiality requirements when handling personal information. • Experience of using Microsoft Office applications, including Outlook, Word, Excel and Teams.	CV/Application form & Interview

Skills and Attributes		
Essential	• Excellent communication and interpersonal skills, with the ability to build positive relationships with a wide range of supporters, volunteers, patients and colleagues. • Strong customer service and supporter care skills, with a commitment to delivering an outstanding supporter experience. • Good organisational and administrative skills, with the ability to manage multiple priorities and work accurately under pressure. • Experience of managing supporter, customer or stakeholder enquiries through a variety of channels including telephone, email and digital platforms. • Ability to support the delivery and continuous improvement of supporter journeys and stewardship activities. • Strong attention to detail and commitment to maintaining accurate records and high standards of data quality. • Experience of using CRM databases and Microsoft Office applications, particularly Excel, Word and Outlook. • Ability to analyse information, identify trends and make recommendations to improve supporter experience and engagement. • Experience of co-ordinating activities, volunteers or projects and working collaboratively across teams. • Proactive problem-solving skills and the ability to resolve day-to-day operational issues effectively. • Understanding of data protection, confidentiality and GDPR requirements. • Ability to work independently while contributing positively as part of a team. • A commitment to the charity's values and a passion for delivering excellent experiences that inspire long-term supporter loyalty and engagement.	CV/Application form & Interview
Other		
Essential	An understanding of and able to demonstrate the Leeds Hospitals Charity values.	CV/Application form/Certificates