



<b>DETAILS OF ROLE</b>		
<b>Role title</b>	<b>Supporter Services Manager</b>	
<b>Reports to</b>	<b>Head of Fundraising Operations</b>	
<b>Direct reports</b>	<b>Direct Marketing &amp; Supporter Services Officer</b>	
<b>Directorate &amp; Team</b>	<b>Fundraising &amp; Marketing   Fundraising Operations</b>	
<b>Contract type</b>	<b>Permanent</b>	
<b>Location</b>	<b>17-21 Wenlock Road, London, N1 7GT</b>	
<b>Salary</b>	<b>£40, 560</b>	<b>Grade 5 / Zone 1</b>

## Who we are and what we do

The Disasters Emergency Committee (DEC) is a unique and dynamic membership organisation which comprises 15 of the UK's leading humanitarian agencies: ActionAid, Action Against Hunger, Age International, British Red Cross, CAFOD, CARE International, Christian Aid, Concern Worldwide (UK), Islamic Relief Worldwide, International Rescue Committee UK, Oxfam GB, Plan International UK, Save the Children, Tearfund and World Vision.

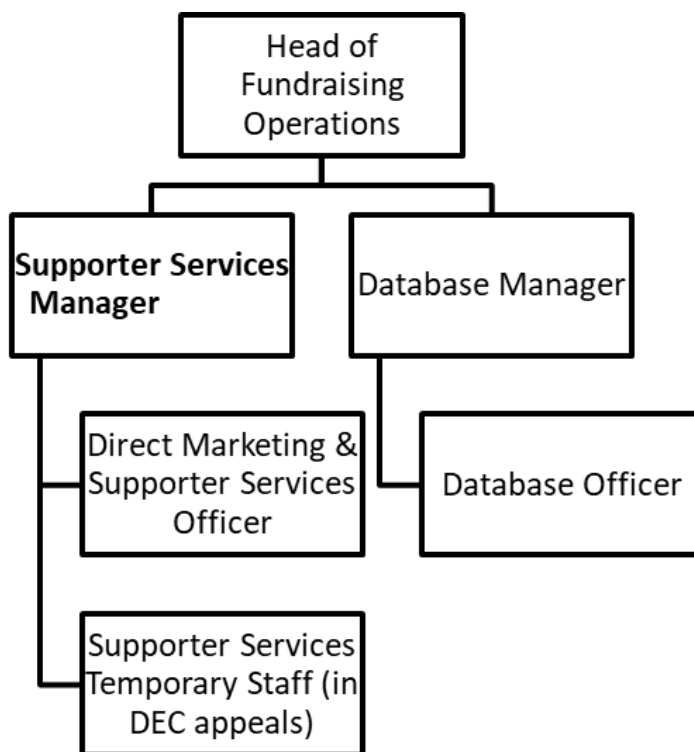
Since it was founded in 1963, the DEC has run over 77 fundraising appeals and raised more than £2.4 billion to help save lives and protect livelihoods in disaster-affected communities around the world.

The DEC launches appeals when there is a humanitarian emergency of such magnitude to warrant a national UK response. DEC fundraising appeals benefit from unique corporate partnerships through our Rapid Response Network and the combined expertise of our member agencies, resulting in wide reaching appeals across high profile TV, radio, and an increasing number of digital channels.

Most DEC funds are raised over an intensive two-week period following a disaster. Appeal funds are specifically for overseas humanitarian work and are normally spent over a two or three-year response period. An important part of the DEC's remit is in learning, accountability and sharing information.

The DEC Secretariat is funded by contributions from its member agencies and a range of core cost funders, and is responsible for the day-to-day running of the DEC. There are currently 36 staff members and a small number of dedicated volunteers, working together to promote the strategic values of collaboration, accountability & transparency, learning, humanitarian, and impartiality.

## Team Structure



### Purpose of the role

To work with all teams within the Fundraising and Marketing department, other departments in the Disasters Emergency Committee and external suppliers to ensure an excellent supporter services function is provided and commitment to the highest quality of donor care and support is championed and achieved

## RESPONSIBILITIES

### Responsibilities & Competencies

- To plan and manage all aspects of the workflow for the Supporter Services team, including Head Office donation processing and enquiry handling, ensuring deadlines, and agreed service level agreements are met and that excellent supporter service is delivered.
- Champion excellent supporter care across all teams and all channels, maintaining knowledge of best practice in supporter care standards in the sector.
- Develop service level agreements & key performance indicators with regards to donation processing, enquiry handling and other supporter care functions, both internally and with external suppliers, looking to continuously improve procedures to provide an excellent supporter experience.

- To line manage the Supporter Services Team, ensuring all staff have clear objectives and ensure these objectives are reviewed regularly and that the team have personal development plans in place.
- To recruit, line manage, and performance manage an expanded temporary Supporter Services staff team during peak DEC appeal periods.
- To ensure there is a close and effective working relationship with the fundraising team and other key internal stakeholders and the needs of the teams are planned and delivered, working with external suppliers when required.
- Support the Head of Fundraising Operations in ensuring that all legal requirements for activities undertaken by the Supporter Services Team meet the relevant legal obligations in order to protect the DEC from financial and non-financial risks, including Data Protection, Gift Aid regulations and the Fundraising Regulator’s Code of Fundraising Practice.
- Manage escalated supporter related complaints through all channels, investigating issues and responding and/or ensuring a timely response to supporters and members of the public.
- Ensure compliance with relevant voluntary regulation (e.g. Fundraising Preference Service).

Competencies	Level & Descriptor	Demonstrable descriptors [key, are in bold]
<b>1. Delivering Quality Results</b>	<b>B</b> Demonstrates excellent project management skills within team.	> <b>Demonstrates systematic approach and excellent project management skills to agreed timescales (timelines, targets, donor requirements).</b> > Makes sound decisions within remit of own role. > Sets realistic deadlines and goals for self and team.
<b>2. Planning</b>	<b>B</b> Is aware of others’ activities and vice versa in planning activities.	> <b>Takes account of team members and others workload when planning.</b> > Maintains awareness of impact on other parts of the organisation, keeping abreast of other’s activities, objectives, commitments, and needs. > Has a good understanding of the sector in which the DEC operates.
<b>3. Analytical and Innovative Thinking</b>	<b>B</b> Works confidently with data and uses evidence to support work and come up with new solutions	> Identifies and uses various sources of evidence and feedback to support outputs and create new solutions. > Uses evidence to evaluate policies, projects, and programmes. > Identifies links between events and information identifying trends, issues, and risks. > <b>Ensures systems are in place to address organisation needs.</b>

Competencies	Level & Descriptor	Demonstrable descriptors [key, are in bold]
<b>4. Communications</b>	<b>B</b> Fosters two-way communication and adapts communications effectively	> <b>Maintains constructive, open, and consistent communication with others.</b> >Resolves minor misunderstandings and conflicts effectively. >Communicates equally effectively at all organisational levels as well as external stakeholders (suppliers, partners, and member agencies) >Tailors communication (content, style and medium) to diverse audiences.
<b>5. Team Working and Collaboration</b>	<b>B</b> Collaborates effectively across teams and builds strong networks	>Raises difficult issues with teams/ partners and stakeholders with a view to positive resolution. >Actively collaborates across teams to achieve objectives and develop own thinking. > <b>Proactive in building a rapport with a diverse range of people.</b> >Actively develops partnerships with relevant organisations, think tanks and individuals.
<b>6. Leading and Motivating</b>	<b>B</b> Manages own development and seeks opportunities	>Seeks and explores opportunities within the DEC which develop skills and expertise. >Recognises the strengths and motivations of other team members. > <b>Coaches and supports team members when they have difficulties (volunteers).</b> >Makes time to learn from experience and feedback and apply the lessons to new situations.
<b>7. Resilience</b>	<b>B</b> Remains professional under external pressure	>Able to adapt to changing situations effortlessly. > <b>Remains constructive and positive under stress and able to tolerate difficult situations and environments.</b> >Learns from own successes / mistakes. >Responds positively to change, embracing and using new practices or values to accomplish goals and solve problems and supports others to do the same.

PERSON SPECIFICATION		
Criterion and descriptors	Essential	Desirable
<b>Knowledge / Experience</b> <ul style="list-style-type: none"> <li>• Experience of line managing in a customer or supporter care environment to deliver against performance and quality SLAs and with proven success in nurturing talent and managing teams to achieve result.</li> <li>• Experience of managing gift administration processes and procedures, including Gift Aid, in a UK charity.</li> <li>• Proven ability to establish, manage and drive outstanding performance from relationships with external suppliers and consultants.</li> <li>• Excellent interpersonal and communication skills, both oral and written and a confident communicator with all audiences.</li> <li>• Experience of financial management including budgeting and forecasting.</li> <li>• Experience of working in a pressurised rapidly changing environment.</li> <li>• Excellent knowledge of relevant charity legislation and best practice, or a willingness to learn.</li> <li>• Experience of using the Salesforce database or similar CRM system.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p>D</p> <p>D</p>
<b>Skills</b> <ul style="list-style-type: none"> <li>• Flexible, positive, and adaptable approach to work and ability to prioritise and work under pressure, to tight deadlines, with a pro-active approach to problem solving.</li> <li>• Excellent organisational skills with the ability to organise and plan work to deliver objectives on time.</li> <li>• Analytical mindset and results focused.</li> <li>• Attention to detail, with high standard of accuracy.</li> <li>• Ability to work well as part of a team.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p></p> <p></p> <p></p> <p></p> <p></p>

<b>Skills</b>	<ul style="list-style-type: none"> <li>• Focussed to achieve and deliver on objectives.</li> <li>• Excellent interpersonal and communication skills.</li> <li>• Excellent numeracy and IT skills.</li> <li>• Self motivated.</li> <li>• Positive outlook and “can-do” attitude.</li> </ul>	E  E  E  E  E	
<b>Secretariat culture and mind set</b>	<p>Ensure DEC’s values are integral to and are upheld, throughout your DEC journey.</p> <p>Open to effective, personalised support for managing a healthy work-life balance.</p> <p>Acute self-awareness, maintaining behaviour and conduct of the highest standards of professionalism and respect as an ambassador for the DEC.</p> <p>Actively contribute to make the DEC a diverse and equitable workplace through inclusive practice and openness to different perspectives, cultures, and ideas.</p> <p>Embrace the working culture of a progressive learning and demanding humanitarian secretariat, seeking insight and using problems as opportunities to learn.</p>		

This job description is a guide to the nature of the work required of the position at the DEC and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required as the DEC learns and evolves in response to global emergencies.