



VACANCY PACK

Join us as we lead the search for a cure.



Registered with
FUNDRAISING
REGULATOR

**ALZHEIMER'S
RESEARCH UK** **FOR A
CURE**



WELCOME TO ARUK

If nothing changes, one in two of us will be directly affected by dementia – either by caring for someone with the condition, developing it ourselves, or both. Alzheimer's Research UK exists to change that.

As the UK's leading dementia research charity, we're working to revolutionise the way we treat, diagnose, and prevent dementia. But we won't stop there. We will keep going until we find a cure.

Working for Alzheimer's Research UK, you can be part of a team that is:

- Funding world-leading research into dementia across the UK and beyond. Our Research Network brings together nearly 3,000 dementia researchers, to share ideas, collaborate and accelerate our search for a cure.
- Providing information about dementia to people affected and their families.
- Helping to improve understanding about dementia and the potential for research to cure the diseases that cause it.
- Campaigning to keep dementia research on the political agenda and working to ensure government funding for research is a priority.
- Building a social movement behind our cause, inspiring thousands of people to stand with us to find a cure.
- Providing operational support to enable the charitable objectives to be met.

Alzheimer's Research UK is a fantastic place to work. Our pioneering spirit is reflected in the energy and drive of our employees. As CEO, I am extremely privileged to lead exceptionally talented and passionate teams who have the ambitions and determination to create a world free from dementia. We exist for a cure and, together, we will change lives.

Hilary Evans-Newton.

Hilary Evans-Newton
Chief Executive



SUPPORTER RELATIONS OFFICER

JOB DESCRIPTION

Main Purpose of the Role

The Supporter Operations team at Alzheimer's Research UK is a key point of contact in the charity for supporters and members of the public and ensures the highest standards in operational processes and compliance, to ensure a first-class supporter experience.

The Supporter Relations Officer is responsible for delivering essential supporter engagement activities, ensuring delivery of an excellent experience for every contact, recognise opportunities to increase supporter loyalty, and generate the maximum amount of income for dementia research. The post holder is the first escalation point for the Executives when dealing with more complex enquiries, using the experience to support on the job training at delivering an excellent supporter experience.

Key Responsibilities

Supporter Enquiry Management

- Act as the first escalation point for Executives with complex enquiries, helping to troubleshoot the enquiry in a suitable timely manner and ensuring the delivery of a warm and positive response for the supporter.
- Support the team Executives with inbound enquiries by telephone, email, post and social media, ensuring the highest standard of responses and covering absences on occasion.
- Promote fundraising, engagement and retention opportunities when talking to supporters using a range of initiatives to explain how their donations positively contribute towards the cause.
- Ensure all campaign briefings are delivered to the team to equip them for enquiry handling.
- Delivery of the promotion of and supporting supporters in the best practice in 'in aid of' fundraising policies.

Supporter Stewardship

- Delivery of outbound thanking and stewardship programmes.
- Assist the Senior Officer in ensuring effective management regions at specified levels, to ensure appropriate stewardship.
- Working alongside the Executives on the delivery of the Tiering and Triage system and supporting the Senior Officer in making decisions on supporters requiring manual intervention to tier. And input into reviews of the tiering system to ensure it is fit for purpose and is offering the supporter the best stewardship journey.
- Support the Senior Officer in managing the supporter follow-up process to ensure funds are received promptly and accurately.
- Responsible for ensuring the quality of our Thanking processes and content are to the highest standards.
- Collaborate with key stakeholders and teams – Relationship Fundraising, Mass Participation and Sporting Events, In Memory and Individual Giving, ensuring that supporters are given the best level of stewardship.

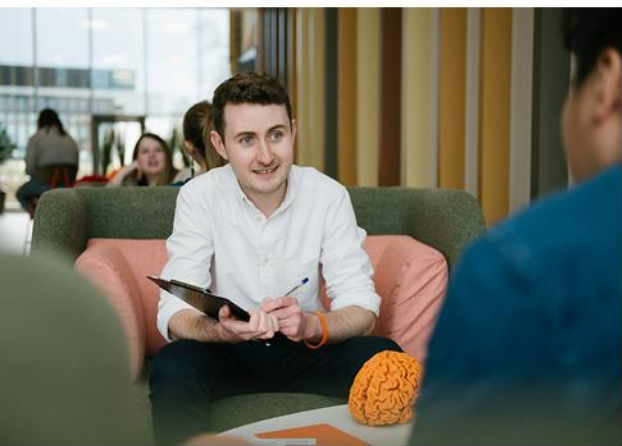
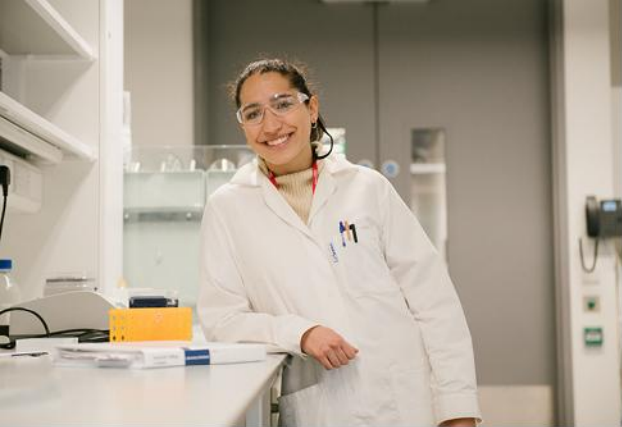
Other duties

- Creating and updating team procedures as required.
- Supporting the induction, training and guidance of Supporter Relations Executives as and when required.
- To take personal responsibility for ensuring a good working knowledge of Alzheimer's Research UK when communicating with supporters. This will require attendance at campaign briefings and other presentations and continuously building knowledge by taking the time to read daily news summaries, press releases and the employee intranet.
- To actively and enthusiastically promote the full Supporter Operations function at Alzheimer's Research UK and be willing to take part in various initiatives to help maintain this such as department updates and trainings and being involved in inducting new starters to Alzheimer's Research UK on the work of the team.
- To ensure appropriate resourcing across the wider Supporter Operations team and maintain SLAs, in extreme situations, the role maybe asked to carry out donation processing and other operational tasks relating to supporter activities, where required.

PERSON SPECIFICATION

Knowledge, Skills and Experience:

- Experience of working in a customer facing role within an office environment.
- Experience of handling complaints and queries.
- Enthusiasm for building excellent supporter relationships and ensuring supporters feel valued and thanked appropriately.
- Confidence working with computers – good knowledge of Word, Excel, Outlook and CRM databases.
- Excellent written and spoken communication skills.
- Excellent CRM/database management skills.
- Ability to work with a high level of accuracy and attention to detail.
- Good organisational skills and the ability to prioritise workload.
- A professional and hard-working team player with a positive and collaborative work ethic.
- Outgoing, enthusiastic and able to remain calm under pressure



WORKING AT ARUK

In 2024, we were incredibly proud to be awarded a 3-star accreditation by Best Companies which recognises **'World Class'** levels of workplace engagement. This is the second consecutive time; we have been awarded a Best Companies 3-star accreditation.

We were also listed in the prestigious Best Companies lists:

- 18th in the 100 Best Large Companies to Work For in the UK.
- 10th in the 50 Best Companies to Work For in the East of England.
- 2nd in the 30 Best Companies to Work For in the Charity Sector.

In addition, we were also shortlisted for a special award recognising the work undertaken on reducing our environmental impact.

ARUK really does look after its people, where you will be able to add value and make a difference.

In return, you will be recognised and rewarded for your contribution, and be given the opportunity to develop your skills, knowledge and experience.

You will also work in a supportive environment where our culture is built around our Leadership Attributes, where we are all expected to:

- Act with **integrity**.
- Be **inspirational**.
- Be **empowering**.
- Be **aware** of our impact.
- Work in a **collaborative** way.
- Be **accountable**.



EMPLOYEE BENEFITS

Alzheimer's Research UK would not be able to achieve its vision or accelerate progress towards a cure without the talent and dedication of its employees. It is therefore important to offer a range of benefits which are designed to meet both the organisational and individual needs, are market competitive and designed to attract and retain employees.



Holiday Entitlement

Employees receive 29 days holiday per annum, plus the Statutory Public Holidays. For every 3, 6 and 9 years worked, employees will receive 1 additional day's leave. There is also the option to buy up to 5 additional days holiday per year or carry over 5 days holiday to the following year. This holiday entitlement is pro-rated for new starters and part-time employees.



Healthcare

Employees are offered **Private Medical Insurance**, a **Health Cash Plan**, **Life Insurance** and **Income Protection**. Our **Employee Assistance Programme** provides employees and their family members additional support on problems which may be impacting their work/home life, health and wellbeing and is available 24 hours a day, 365 days a year.



Sick Pay

We offer enhanced Company Sick Pay, where employees receive their normal pay for up to 13 weeks (65 days) of absence through illness in any rolling 12-month period. This is pro-rated for part-time employees.



Pension

Subject to the eligibility criteria, employees are enrolled in our pension scheme but can opt out if they so wish. The charity contributes 5% and employees contribute a minimum of 4%.



Cycle to Work Scheme

Employees can purchase a commuter bike, clothing and accessories, whilst spreading the cost over a 12-month period and making savings through a tax break.



Family Friendly Policies

Our Family Friendly Policies have been designed to support employees by offering different types of leave that may be taken. Subject to the eligibility criteria, we also offer enhanced pay.



Learning and Development

My Learning, Our Breakthroughs programme has been designed to enable employees to develop their skills, knowledge and behaviours, add value and drive organisational success.



Electric Vehicle Scheme

Employees can lease an electric vehicle via a Salary Sacrifice Scheme. This includes 4,000 free miles of charge, charger, insurance, servicing, tyres, maintenance and breakdown all in one monthly payment.



TERMS OF APPOINTMENT

Contract Type: Permanent
Salary: Circa £30,000 per annum
Working Hours: 35 hours per week

Ways of working: As part of our Agile ways of working, you will be required to work approximately 2 days a week from the office, which is subject to the requirements of the role and the business needs. Flexibility on where you work can be split between working from home and our office. Roles that are classed as part of the Agile ways of working are not able to claim any costs for Mileage/Travel on Public Transport, Accommodation and/or Meals. This includes when attending the office for various meetings/events.

OUR OFFICE

Our office is at 3 Riverside, Granta Park, Great Abington, Cambridge, CB21 6AD.

Granta Park sits next to the River Granta and has its own lake and three woodland walks. It is home to a variety of wildlife and has a range of amenities to provide a convenient work-life balance, including Nuffield Health Fitness & Wellbeing Centre and a restaurant.

There is a good public transport system with a frequent bus and train service from the city centre and surrounding areas, along with a commuter bus service which picks up from both Cambridge Train Station and Whittlesford Parkway Station. The park also offers a free car sharing scheme and free parking.





HOW TO APPLY

We value diversity and are committed to creating an inclusive culture where everyone can be themselves and reach their full potential. We actively encourage applications from people of all backgrounds and cultures, particularly from those in the global majority, those with disabilities, men and those from the LGBTQIA+ community. Any offer of employment is however subject to you having the right to work in the UK.

As part of our commitment to being an inclusive employer and ensuring fairness and consistency in our selection process, we will handle your CV and application with the utmost confidentiality. Should you require any adjustments at either the application or interview stage, please contact us at recruitment@alzheimersresearchuk.org.

To be considered for this role, please create an online account using our Online Recruitment Platform, via your desktop or mobile device, which can be accessed through our [Job Vacancies page](#).

Once you have created your online account, you will be able to apply for this role, and can attach your CV. You will also be able to track your application, view other vacancies and sign up for future job alerts.

Your supporting statement should summarise the following:

- Why you are interested in applying for the role.
- How your skills, knowledge and experience meet the requirements of the person specification

The closing date for applications is 4th May 2026, with interviews being arranged once shortlisting has been completed. We would encourage you to submit your application at the earliest opportunity, as on occasion we may have to bring forward the interview date and/or the closing date based on the needs of the business. Although a possibility, this will only happen in exceptional circumstances. Please indicate in your covering letter if you are unable to attend an interview on a certain date.

GENERAL DATA PROTECTION REGULATIONS (GDPR)

CVs will be kept by Alzheimer's Research UK in line with the General Data Protection Regulations. Although we will endeavor to consider previous or speculative applications where possible, due to the number we receive, we encourage you to regularly view our website for upcoming opportunities and sign up for future job alerts.

TESTING POLICY

[Animal Testing Information - Alzheimer's Research UK \(alzheimersresearchuk.org\)](#) – Please see the link above regarding our animal testing policy at ARUK.

[Stem Cell Testing Information - Alzheimer's Research UK \(alzheimersresearchuk.org\)](#) – Please see the link above regarding our Stem Cell testing policy at ARUK.