



Job Description

Job Title	Grade/Salary
Supporter Care Officer	£25,000 FTE
Accountable to	Responsible for
Supporter Care & Database Manager	N/A

Job Purpose and Role

The Supporter Care Officer is responsible for managing the overall supporter experience, focusing on providing outstanding customer care. Key aspects of the role include creating, developing and delivering processes to ensure consistent and timely acknowledgements for donations, positive supporter journeys and customer experience at all points of contact for supporters across Teesside Hospice, working alongside the income generation teams to build long-term relationships and maximise supporter loyalty and retention.

The Supporter Care Officer supports the maintenance of accurate supporter records and timely recording of supporter interactions, working closely with the Supporter Care & Database Manager to ensure data quality and effective supporter stewardship, ensuring timely entry of communications into the database and working closely with the Finance Department to ensure every donation is accounted for and acknowledged correctly and efficiently. This role also oversees the lottery administration and support of a successful lottery at Teesside Hospice.

Main Duties and key result areas

General duties	• Serve as the primary contact for anyone wishing to support Teesside Hospice including monitoring inboxes, answering phone, handling queries and complaints. • Work closely with reception teams and all organisational departments to ensure excellent supporter experience. • Work alongside the Supporter Care & Database Manager to support continuous reviews, developments and improvement of customer care/donor stewardship policies, processes, and standards. • Ensure timely recording and acknowledgment of donations in coordination with the finance team.
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- Work with department managers to ensure thanking processes are efficient and effective.
- Act as a competent user of the fundraising database and support colleagues with day-to-day database processes.
- Assist the Supporter Care & Database Manager and wider team with data preparation and standard reports as required.
- Support with marketing lists, segmentation, and tailored communications.
- In collaboration with fundraising teams work to support the delivery and continuous improvement of supporter journeys
- Identify and respond to opportunities to support income growth, signposting to the wider team where appropriate.
- Support with the preparation and delivery of fundraising activity where required eg, events and campaigns.
- Coordinate the day-to-day administration of the charity lottery including enquiries, winner communications, cancellations, records and supporter communications.
- Effectively manage volunteers in your team to ensure each person understands their role and has the necessary support and direction.

Delivering to our Values

Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

Skilled

- Having and showing the knowledge, ability or training to work well
 - Seeking opportunities to learn from a wide range of sources
 - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.
- Fulfil obligations in relation to safeguarding, namely: recognising possible abuse, including knowing what abuse is, what to look out for, and how to be vigilant at all times. Respond quickly and appropriately to possible concerns. Sometimes a concern is obvious, sometimes it is not. Report my concerns to the appropriate person to ensure that me and my organisation does everything possible to keep our patients and people safe and supported and record my observations and concerns, including the actions I and others have (or haven't) taken.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed

Date

Print name



Person Specification

Attribute	Detail	Essential or Desirable
Skills & Abilities	Excellent people skills and ability to build positive professional relationships	E
	Excellent administration and organisational skills	E
	Excellent customer service skills	E
	Ability to work to tight deadlines and within a busy working environment	E
	Excellent IT and digital skills including use of CRM database	E
Knowledge & Experience	Excellent use of Microsoft Office; word, excel, PowerPoint	E
	A clear understanding of data protection, confidentiality and GDPR rules and regulations	E
	Knowledge of CRM database and relevant systems and platforms including just giving etc	D
	Experienced in working with customers/ supporters in public facing role	E
	Knowledge of Teesside Hospice	D
	Knowledge an experience of fundraising and/or sales approaches or tactics	D
Education & Qualifications	Good standard of education/numeracy/literacy	E
Personal Attributes/ Key skills	Ability to work as part of a team	E
	Ability to remain calm and professional during difficult situations eg, In memory supporter calls	E
	Proactive, positive and enthusiastic	E
	Excellent communication skills both verbal and written	E
Other	An understanding of, and empathy for the work of Teesside Hospice	D