



Marie Curie

Job Description

Job title:	Supporter Relations Team Officer
Department:	Supporter Relations Division, Fundraising Operations
Location:	Links Place Edinburgh
Reports to:	Supporter Relations Team Manager
Accountable to	Head of Supporter Relations
Grade:	MCJES Grade B

Job Purpose/Summary

Supporter Relations Team officers (SRO's) provide fundraising and administration support across the Fundraising directorate. This involves managing supporter enquiries and registrations for fundraising appeals and campaigns, as well as the full range of fundraising events. SRO's are required to deliver first class Supporter Service, both in terms of quality of service and in terms of supporter satisfaction.

In providing administrative support, SRO's are called on to manage a number of ongoing activities simultaneously, resolving issues as they arise by communicating effectively and efficiently with colleagues across the charity. SRO's also need to deal with external response handlers and fulfilment partners to ensure comprehensive and rapid supporter service.

Key Relationships

- All regional fundraising Staff
- Local Businesses and Companies
- Supporters
- Volunteers and Donors

Accountabilities (Duties & Responsibilities)

- Assist the Supporter Services & Administration Manager in establishing systems, procedures and service levels, to provide the highest levels of service to Marie Curie 's supporters.
- Act as the 'first point of call' for supporters, managing enquiries by:
 - Providing direct assistance and support to enquiries across the full range of activities undertaken at Marie Curie.
 - Taking registrations for fundraising appeals, campaigns and events.
 - Managing complaints and issues, ensuring they are reported centrally within agreed procedures, that they are resolved or escalated as necessary and maintain excellent communication with supporters throughout these processes.

- Handling supporters with enquiries on emotional matters sensitively and with care.
- Act as a support function for internal colleagues, particularly those in Regional Fundraising and Finance. Answer queries on income, campaign, appeal and event registrations including running reports and looking up paperwork records.
- Manage the full range of income processing systems and procedures, including:
 - Receiving income, cash handling and banking in accordance with MC policies and procedures.
 - Coding donations in line with guidance, creating finance batches and ensuring proper reconciliation of income.
 - Manage the recording and reconciliation of income from third party service providers including Just Giving, Virgin Money Giving and CAF.
 - Handle supporter enquiries and issues relating to income including processing refunds as required, answering queries and managing ATCs.
- Develop, amend and issue regular communications, acknowledgement and thank you letters to supporters, checking these and ensuring they are accurate and consistent in tone and message. Analyse supporter records to ensure accurate figures are provided both to supporters directly and internal colleagues.
- Manage Payroll Giving and Face to Face fundraising mandates and paperwork as required, recording this accurately on the database and forwarding to colleagues for further action.
- Make amendments to the database, monitoring and recording each query with regard to action taken, time spent and outcomes. Collate and report on data as required, supporting the team leaders in maintaining accurate management information to ensure the best use of staff and financial resources.
- Report and contribute at team meetings and developments to ensure repeat queries from supporters are noted and that action is taken to address systemic issues. Work with the Team Managers in the development of solutions and addressing existing issues.
- Provide general administrative assistance in support of the smooth running of the Supporter Administration Office.
- Lead or support projects and activities, as required by the Supporter Relations Manager and Supporter Relations Team managers.
- Ensure that all work is carried out in line with MC policies and procedures, as well as complying with and supporting the work of Internal Audit.

Key Skills

In order to be successful in this role you will be able to demonstrate that you have the ability to:

- Deal with supporters and the public to deliver first class customer service. Understand people's problems and channel queries effectively within the organisation to provide possible outcomes
- Communicate clearly and concisely, both verbally and in writing, using appropriate language, focusing on Marie Curie's objectives.
- Manage own workload effectively. Take initiative to solve problems, whilst recognising organisational boundaries.

- Commit to achieving high quality results and see enquiries through to conclusion.
- Build good relationships with internal and external customers, displaying tact, sensitivity and support.
- Be aware of departmental standards and contribute to finding creative improvements.
- Co-operate well with all colleagues both internally and externally and respond positively to suggestions and feedback.
- Provide a proactive service, seeking to exceed expectations and 'go the extra mile' whenever possible.

General

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Marie Curie.
- Marie Curie operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in **any** Charity premises, grounds or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Adhere to all information governance, privacy and security policies, standards, guidelines and procedures; practise and promote secure behaviours
- Adhere to all Marie Curie policies and procedures at all times
- Actively promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering to Marie Curie policies on safeguarding
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, information governance, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.



Marie Curie Person Specification

Job title: Supporter Relations Team Officer

Criteria	Essential	Desirable	How assessed
Skills / Abilities	<ul style="list-style-type: none"> ▪ IT literate - proficient with Word, ▪ Excel and Outlook ▪ Excellent written and verbal communication skills ▪ Ability to organise work to meet deadlines ▪ Ability to use initiative ▪ Should be able to take responsibility for and prioritise own workload ▪ Pay keen attention to detail ▪ Ability to listen and empathise with all supporters and a keen desire to provide excellent supporter service ▪ Ability to work as part of a team ▪ Motivated to perform regular tasks to agreed standards 	<ul style="list-style-type: none"> ▪ Word, Excel, databases ▪ Publisher and Email 	Application / Interview / Test
Knowledge	General office systems and procedures	Knowledge of fundraising activities	Interview
Qualifications, training and education	Five GCSE's (grade C or above) or equivalent, including English and Mathematics		Application / Certificate of qualification
Experience	Recent experience within a customer care environment	<ul style="list-style-type: none"> ▪ Working as a volunteer ▪ Working as part of a team 	Application / Interview

Marie Curie recognises the provisions within the Equality Act 2010, reasonable adjustments to these criteria will be considered where appropriate.