

JOB DESCRIPTION:
REPORTS TO:
ACCOUNTABLE TO:

SUPPORTER CARE ADMINISTRATOR
SUPPORTER CARE MANAGER
HEAD OF INDIVIDUAL GIVING &
SUPPORTER SERVICES
ST ELIZABETH HOSPICE



BASED AT:

JOB SUMMARY

This role works as a member of the Supporter Services team providing support to the whole fundraising team alongside first-class customer service to supporters of the Hospice. The post holder will work collaboratively with colleagues to provide support across all areas and ensure a 'seamless' service is provided to supporters through effective teamwork, attention to detail and work management.

RESPONSIBILITIES

- To be the first point of contact in to the fundraising team and respond to supporter's questions, queries and concerns, using the fundraising database Donorflex.
- To record all incoming and outgoing communications and activity on the fundraising and lottery database, Donorflex.
- To provide support to the Fundraising team for materials and equipment
- To provide administration support for the lottery and raffles.
- To provide administration support to members of the Fundraising team.
- To take the lead on specific fundraising projects as directed by the Head of Individual Giving & Supporter Services e.g. lottery, Gift Aid audit etc.
- Through exceptional listening and relationship building skills to match supporters with appropriate ways to support and make recommendations in the appropriate way.
- To provide an exceptional level of supporter care to ensure that relationships are maintained and developed.
- To take and process credit/debit card donations over the telephone.
- To assist with the processing of donations on to the fundraising database Donorflex and prepare donor thank you correspondence.
- To make outbound calls to supporters and donors to provide good stewardship and to contribute to raising funds for the Hospice e.g. thank you calls.
- To take amendments of details e.g. changes of address from supporters and update the fundraising database, liaising with clinical colleagues to ensure the patient database is kept up to date.
- To talk to donors knowledgeably about tax effective giving, requesting gift aid declarations and sending confirmation letters where appropriate.
- To spot opportunities and refer leads to other income generation & marketing colleagues.
- To assist colleagues in the preparation of reports and research interrogating Donorflex and other databases as required.
- To ensure an accurate and up-to-date knowledge of all income generation & marketing activities to be able to confidently talk to supporters about ways they can support the Hospice.
- To build and maintain excellent working relationships with other income generation & marketing colleagues, regularly seeking out others to share information and learn about forthcoming activities

- To occasionally work flexibly outside of normal office hours thereby optimising supporter contact opportunities.
- To undertake any other reasonable duties that may be appropriate in order to help achieve the income objectives of the Hospice.
- To cover for the other members of the Supporter Services team in times of absence, sickness and high workload levels.

PERSONNEL RESPONSIBILITIES

- To recognise indications of staff stress and to facilitate staff support.
- To participate in the induction of all new staff as required.
- To recognise the value of volunteer contribution and play an active part in their support and development where appropriate.

EDUCATIONAL RESPONSIBILITIES

- To participate in the Hospice education programme.
- To give feedback from attended education programmes/study days.

PERSONAL DEVELOPMENT

- To devise, with your line manager, a personal development plan in line with the Hospice objectives and personal needs.
- To maintain and increase personal professional skills.

ORGANISATIONAL RESPONSIBILITIES

- To work within the policies of the Hospice and act within Care Standards at all times.
- To uphold the Hospice and individual team values at all times.
- To ensure effective use of resources.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To promote the Hospice philosophy of care towards patients, relatives and visitors.

Because of the special nature of the Hospice and its work, the post holder may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE LINE MANAGER IN CONJUNCTION WITH THE POST HOLDER.

O U R V A L U E S



stelizabethhospice.org.uk

**SUPPORTER CARE ADMINISTRATOR
PERSON SPECIFICATION**

Requirement	Essential/Desirable
<p>Qualifications & Training</p> <ul style="list-style-type: none"> Educated to GCSE level or have alternative proven work experience of 2 years minimum Word processing qualification to RSAIII, CLAIT, Customer Services or equivalent previous experience 	<p>Essential</p> <p>Desirable</p>
<p>Knowledge & Experience</p> <ul style="list-style-type: none"> Experience of a customer service role Experience of a busy administration environment Experience of fundraising or working in a charity environment. Knowledge of Gift Aid Knowledge of Donorflex database 	<p>Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
<p>Specific Skills</p> <p>Administration</p> <ul style="list-style-type: none"> Accuracy and attention to detail Forward planning and prioritizing <p>Communication</p> <ul style="list-style-type: none"> Effective verbal and written communication skills Ability to contribute to the development of relationships with supporters via telephone, email and face-to-face <p>IT/Technical</p> <ul style="list-style-type: none"> Advanced user of Microsoft packages, Excel and PowerPoint or equivalent including Outlook and internet Ability to investigate data systems and produce reports <p>Organisational</p> <ul style="list-style-type: none"> Strong organisational skills and ability to multi-task, think on feet and cope with pressure Ability to work independently and to deadlines Ability to work on own initiative and as part of a team 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Personal Qualities</p> <ul style="list-style-type: none"> Confident and mature attitude Self-motivated Flexible and a team player Personable and friendly Creative thinker and problem solver Enthusiasm and demonstrable interest in the work of St Elizabeth Hospice Positive and willing to 'pitch in' as required Fully vaccinated against Covid 	<p>All Essential</p> <p>Desirable</p>