

# Job Description

# Job title: Supporter Care Officer

**Reference:** SUS3280

**Salary**: Grade E: £22,389 per annum

**Hours:** 37.5 hours per week

**Contract:** Permanent

**Base:** Bristol and Home Working (Initially Home Based)

**Job purpose:**

As the primary contact point for donors, prospective supporters and the general public, this role will respond to interactions and enquiries using multiple communication channels (phone, email, letter, digital channels); delivering great customer experience to enhance their relationship with Sustrans.

**Place in Organisation:**

The post-holder will report to the Supporter Care Manager.

**Key relationships:**

Internal: Head of Individual Giving and Retail

Head of Philanthropy and Partnerships

Fundraising and Supporter Engagement Managers and team members

Strategic Communications team including Press and Social Media teams

External Affairs colleagues

Delivery teams and Finance colleagues

CEO Office

External: Sustrans’ donors and prospects

The general public including users of the National Cycle Network

Agencies and suppliers

**Key responsibilities:**

**Supporter Care:**

* Deal with all enquiries in a timely manner, ensuring great customer service and stewardship.
* Liaise with colleagues across Sustrans to ensure enquiries receive the best possible response and informative way.
* Ensure the fundraising database (Donorflex) is kept updated with accurate details, including personal contact details, donations, gift aid and methods of contact.
* To ensure that all donations received are banked promptly and accurate records are kept for reconciliation of monies with the Finance team.
* Thank donors for donations, with a special focus on developing phone conversations to enhance their experience with Sustrans and their areas of interest.
* To be first point of contact for all legacy notifications and in memory gifts, responding to all correspondence and where appropriate engage on-going stewardship.
* Provide excellent customer service for retail (e-commerce) customers including answering enquiries, processing daily orders and other tasks.
* Handling all complaints and enquiries via email, the website and other channels, ensuring correct processes and response handling is maintained
* Support the rest of the IG and Retail and Philanthropy and Partnership teams on projects/activities as required, with particular focus on the customer service and stewardship

**Communication and marketing:**

* To support and comply with the charity’s guidance on branding, tone of voice and key messages, positively contributing towards raising Sustrans’ profile.

**Training and personal development:**

* To attend essential Sustrans training as required by the Charity
* To ensure own personal development by working to objectives set as part of the Charity’s appraisal process.

**Health & Safety, Safeguarding and Equality, Diversity and Inclusion:**

* To support and comply with the organisation’s policy for the management of Health and Safety.
* To support and comply with the organisation’s policies for the management of safeguarding.
* To support and comply with the organisation’s policy and procedures relating to Equality, Diversity and Inclusion and apply principles of best practice in own role.

**Other:**

* To keep the charity’s fundraising database and other internal information management systems up to date.
* To monitor compliance with fundraising regulation and data legislation.
* To perform any other duties consistent with the nature and grade of the role as agreed with the line manager.

**Working conditions:**

The post-holder will live close to the nominated office base although there will be opportunities to work from home at times. Overnight stays away from home may be necessary when participating in projects away from their designated base. Occasional weekend and late working may be required with time off in lieu. The post-holder must be prepared to walk, cycle or use public transport for the majority of work journeys.

**Special note:**

This job description does not form part of the contract of employment, but indicates how that contract should be performed. The job description may be subject to amendment in the light of experience and in consultation with the jobholder.

**Compiled:** Head of Fundraising and Retail

**Date:** April 2021

**Supporter Care Officer (SUS3280)**

**Person specification:**

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| **Criteria** | **Essential** |
| Qualifications, education and training | Good standard of education |
| Experience | Working in a customer service environment  Handling enquiries via phone, email, writing and digital channels  Complaint handling  Building effective relationships with key stakeholders  Working across multiply teams  Gathering information |
| Skills and abilities | Excellent written and verbal communication skills.  Excellent IT literacy, including MS Office  Ability to work and plan independently  Ability to deliver high quality customer/supporter care |
| Knowledge | Understanding of GDPR legislations, especially in relation to how personal data can be stored and used |
| Other | Committed to Sustrans’ vision |

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|  | **Desirable** |
| Qualifications, education and training | Qualification in Customer service |
| Experience | Experience of using a database  Fundraising Regulations |
| Skills | Ability to influence and steward donors |
| Knowledge | Fundraising activities and principles  Digital channels |