

## Vacancy: Supporter Care Manager

### Overview:

This role will join a vibrant and ambitious fundraising team made up of; major giving, trusts and foundations, prospect research, individual giving, community, events, legacies, innovation and supporter experience. The team's mission is to raise income for our three hospitals to enable them to continue their vital work. This role will make a huge difference in helping us do that.

### About us

Guy's & St Thomas' **Charity**, Guy's Cancer Charity and Evelina London Children's Charity are part of Guy's & St Thomas' Foundation. Our collective mission is to build the foundations of a healthier society.

As part of our team, you will work alongside talented people from a mix of personal and professional backgrounds. We are a Living Wage employer and support flexible working, part-time roles and job shares. Though our ambitions are serious, this is a friendly place to work with lots of opportunities to meet and socialise with colleagues. We believe there is immense power in diversity and aim to recruit and nurture talent who think and act differently.

There is more information about [\*\*working with us\*\*](#) on our website, where you can read about:

- how we approach recruitment
- our team, culture and values
- the benefits of working with us
- and our approach to diversity, equity & inclusion, health & wellbeing, and learning & development

### Job description

The opportunity	
<b>Job title:</b>	Supporter Care Manager
<b>Salary:</b>	£37,332 to £42,099,
<b>Contract type:</b>	Permanent

<b>Closing date:</b>	19 <sup>th</sup> April 2024
<b>Interview dates:</b>	TBC
<b>Reporting to:</b>	Head of Supporter Services
<b>The team:</b>	The Supporter Services team is made up of a Head of Supporter Services, Supporter Care Manager, Gift Processing Manager and Gift Processing Coordinator.
<b>Key relationships:</b>	All fundraising teams, Supporter Experience, Finance, Data and Insight, external fundraising suppliers and agencies.
<b>Overall purpose of role:</b>	<p>To manage and lead the Supporter Services function to provide an exceptional service to our supporters, from initial contact through the whole of their supporter journey, including thanking, welcome and upgrade calls to exemplary complaint handling.</p> <p>To ensure the day-to-day operations of the Supporter Care team are completed within agreed timeframes and to the highest of standards.</p> <p>To continually review and challenge the functions processes to identify improvements and efficiencies in order to continually improve our supporter offer and ultimately increase fundraising income and donor retention.</p>
<b>Key responsibilities:</b>	<p><b>Communication and Networking</b></p> <ul style="list-style-type: none"> <li>• Deliver an exceptional service to our supporters from initial contact through to thanking, responding to enquiries in a timely and effective way.</li> <li>• Develop and maintain excellent internal relationships to represent the Fundraising department effectively and credibly in person, and in all correspondence with supporters.</li> <li>• Manage the relationship with our external suppliers who manage the fulfilment of appeal-led gifts and Direct Debits.</li> <li>• Ensure our suppliers are meeting Service Level Agreements (SLAs) and be prepared to hold them to account for any discrepancies or failings to meet SLAs.</li> <li>• Build good professional relationships with key stakeholders across the Foundation.</li> <li>• Communicate technical and financial information clearly to colleagues and external stakeholders and investigate non-routine queries.</li> <li>• Work with Fundraising teams to ensure all fundraising activity is briefed into Supporter Care to enable delivery.</li> <li>• Maintain sector knowledge, keeping up to with developments in best practice.</li> </ul> <p><b>Team Management</b></p>

- Line management responsibility of the Gift Processing Coordinator.
- Maintain a high-performing operational function, managing the Supporter Care functions workload to answer all supporter enquiries through post, email and phone within agreed SLAs and to the highest possible standard.
- Ensure the Gift Processing Coordinator is fully trained, provided with the information they require and offered development opportunities in the way of training and networking where possible and relevant.
- Continually review and evaluate the remit of the function to identify any efficiencies that could be made.
- Develop a culture to enable and empower the Supporter Services function to proactively identify opportunities to increase supporter value and improve our ways of working.
- Support the Gift Processing Coordinator in the development of new guidelines, processes and procedures.

### **Decision Making, Planning and Problem Solving**

- Act as an 'early warning system' to spot potential trends and enable the organisation to mitigate these risks and/or respond quickly to opportunities where required
- Use good judgement to prioritise requests based on criticality of tasks and relative importance of the supporter's request, and escalate where required.
- Use experience, initiative and judgement to solve predictable problems using initiative and creative vision to come up with solutions.
- Run regular diagnostic reports from the database to ensure information is being accurately recorded and any errors picked up at the earliest opportunity.
- Be prepared to change working practices in time for new fundraising regulations and communicate this to the team.

### **Service Delivery**

- Set team KPIs and manage team performance against them. This will include monitoring the performance of our external suppliers.
- Maintain the CRM, creating and updating donor records to provide an accurate record of communications and contact.
- Ensure all thanking is completed within agreed SLAs, providing personalised responses as required and develop response templates for the Gift processing team for automated thanking.
- Working with the Head of Supporter Services to develop and lead a comprehensive programme of internally delivered welcome calls, telephone upgrades and conversion calls to our supporters.
- Manage complex and non-routine requests from supporters and colleagues.
- Regularly review and explore new systems and ways of working, seeking to continuously improve delivery.

	<ul style="list-style-type: none"> <li>• Be knowledgeable on the latest Charity sector developments including Data Protection regulations, Code of Fundraising Practice, and ensure the unction is up to date on these regulations and recommendations.</li> <li>• Monitor and manage the teams' expenditure, ensuring we keep to budget, and input into re-forecasting.</li> </ul> <p><b>Analysis and Research</b></p> <ul style="list-style-type: none"> <li>• Report back on complaints and incidents to both internal and external stakeholders, with details of the resolutions and plans to mitigate against this in the future.</li> </ul> <p><b>Work environment</b></p> <ul style="list-style-type: none"> <li>• The post holder should expect to: <ul style="list-style-type: none"> <li>○ Work in a hybrid hot desk environment, generally working 2 days a week in the London office and three from home.</li> <li>○ Be responsible for the input and maintenance of databases and files relevant to the post requirements.</li> <li>○ Will occasionally be required to attend events in the evening and at weekends.</li> </ul> </li> </ul>
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## Person Specification

What we're looking for	
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Previous customer service experience</li> <li>• Experience of Raiser's Edge, or a relationship database</li> <li>• Experience of managing and motivating the Supporter Services function</li> </ul>
<b>Skills, abilities, and knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of fundraising operations</li> <li>• Excellent project management skills</li> <li>• Able to set objectives, measure performance and achieve ambitious KPIs.</li> <li>• Excellent interpersonal skills, able to build rapport and establish credibility quickly, tailoring style to a broad range of individuals at all levels.</li> <li>• Ability to gather, analyse and report on key metrics.</li> <li>• Excellent communication skills both written and verbal</li> <li>• Able to be diplomatic and sensitive on the telephone (including dealing with angry or emotional callers at times)</li> <li>• Ability to work systematically and accurately under pressure.</li> </ul> <ul style="list-style-type: none"> <li>• Conveys enthusiasm and positive attitude, and able to inspire others.</li> <li>• Passionate about the fundraising causes supported by Fundraising.</li> </ul>

**Personal attributes:**

- Able to work on own initiative, make decisions independently, and think creatively and laterally.
- Excellent team player willing to be flexible to support colleagues in a busy environment.

## How to apply

Thanks for your interest in working with us.

We're working hard to ensure we recruit great people and minimise unconscious bias in our selection process. To support this, our system anonymises applicants and we use a combination of your CV and role specific application questions to assess your suitability for the role.

To find out more about the role, please contact [jobs@gsttcharity.org.uk](mailto:jobs@gsttcharity.org.uk)