

JOB DESCRIPTION

Job Title:	Supporter Engagement and Administration Manager
Department:	Finance and Operations
Reporting to:	Senior Business Administration Manager
Location:	Head Office/Home

PURPOSE OF ROLE:

The postholder will be responsible for the management of the Income Generation administration team to ensure the provision of an effective and efficient administrative service. They will provide appropriate support to all Income Generation teams, make sure processes, systems and data management are efficient and effective, and provide a central source of expert guidance on best practice in use of our Fundraising database Raisers Edge NXT.

Working closely with the Head of Fundraising the postholder will lead on providing the highest level of customer service, supporter care and engagement to all who interact and support the charity. Alongside the Fundraising Management Team drive forward and champion supporter experience, ensuring we provide excellent and consistent supporter care across the fundraising portfolio with a focus on building long term relationships.

MAIN DUTIES AND RESPONSIBILITIES

- Ensure all fundraising enquiries that come into the charity by telephone, email or post are provided with excellent supporter care, appropriate information and with a prime focus of supporter first.
- Proactively assist and respond to all queries from existing and new donors as well as thanking our supporters, adapting and personalising templates to deliver a high quality and efficient thanking process.
- Work alongside the Regional Fundraising Team in the development of a Tiered Stewardship model of support at the charity. This includes identified supporters being supported directly by the Supporter Engagement Team.
- Ensure that the charity provides excellent supporter experience, sharing best practice across the team and making sure that team members have the knowledge they need to grow support across all income streams.
- Ensure all supporters identified through online platforms such as Facebook receive effective stewardship.

- Work alongside and support the Fundraising Managers in the delivery of their supporter stewardship plans, from acquisition to fulfillment of materials, to supporting in thanking and retention plans.
- Manage all day-to-day operations of the Income Generation administrative team.
- Act as the main point of contact for all Income Generation administration queries and provide guidance to staff to resolve any issues raised.
- Effectively manage the performance of the Income Generation administration team, ensuring they are working to agreed objectives, delivering outcomes and that they receive appropriate training and support.
- Develop, review, and improve administrative policies, procedures and systems where necessary providing expert insight into the challenges and issues around process development across Income Generation.
- Ensure that administrative staff answer all incoming calls, professionally and are competent in dealing with basic queries and taking complex information.
- Act as central expert resource for all staff across Income Generation in the use of Raisers Edge NXT, training all staff and making sure it is being used effectively and data processes are followed accurately.
- Make sure fundraising data is collected and inputted correctly across the Fundraising department.
- Work with the Head of Fundraising, Fundraising Management Team, Data Officer and Finance Team in developing improved data reporting and insights that support the development of existing and new fundraising initiatives.
- Produce regular reports and analysis to support the Fundraising Income Streams
- Co-ordinate all Income Generation mailings, ensuring adequate stationery stock is ordered in advance, all client data is correct for mail merges, printing, and overall ensure a smooth running of each mail out.
- Maintain effective communication links with other members of the administrative network within the Charity in order to ensure consistency of information and to review, facilitate and share good practice.
- Manage and order the fundraising stock in our warehouse and make sure that the fundraising team have the correct materials, printing and resources for fundraising activities.
- Support the fundraising team at events as required.

Prepared by: Sion Edwards

Date Prepared: Sept 2023

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Experience of working in an administrative role providing a range of administration and support services across multiple teams including remote workers	●	
Experience of developing and delivering exceptional donor care and stewardship to fundraisers		●
Experience of producing written reports and proposals, delivering information in both formal and informal styles	●	
Experience of managing a team	●	
Development and implementation of administrative procedures and systems.	●	
Experience of call handling and speaking to supporters/customers	●	
Excellent knowledge of Microsoft Office Word, Excel, PowerPoint, databases.	●	
Knowledge of Raisers Edge NXT		●
Third sector fundraising experience working or volunteering in a similar role		●
Knowledge of digital platforms and how to maximise them for the benefits of fundraising		●
Experience of delivering high quality supporter care		●
Experience of working in fundraising or a charity		●
Skills		
Excellent communication skills including telephone, face to face and written	●	
Able to plan and organise a varied and busy workload, including handling conflicting priorities and meeting deadlines	●	
Excellent planning and organisation skills	●	
Excellent interpersonal and customer/donor care skills	●	
Excellent time management with the ability to manage workloads, set priorities, and meet deadlines	●	
Positive ability to approach problems in a logical way to find solutions	●	
Strong attention to detail	●	
Ability to represent the charity with confidence to an external audience	●	
Ability to build and sustain strong relationships with a diverse range of people	●	
Ability to communicate in Welsh		●

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.
