

<b>Job Description</b>	
<b>Job title</b>	Supporter Care Administrator
<b>Accountable</b>	Head of Fundraising and Marketing / Head of Finance and Operations
<b>Reports to</b>	Head of Fundraising and Marketing
<b>Date</b>	November 2021
<b>Contract type</b>	Permanent (part-time 17.5 hours per week)
<b>Salary</b>	£10,500 pa (£21,000 full time equivalent salary)
<b>Location</b>	Based at our office in Amersham. Flexible working is possible with the expectation that at least 50% of your time would be spent in the office

### **Our Charity**

We're here for everyone affected by cardiomyopathy. We are the specialist national charity for people affected by cardiomyopathy, a condition that affects the heart muscle. Our vision is that everyone affected by cardiomyopathy should live a long and fulfilling life.

Cardiomyopathy is a group of conditions that affect the structure of the heart and reduce its ability to pump blood around the body. It can have a devastating impact on the lives of people of all ages, including babies, and is usually inherited. Medical experts estimate at least 1 in 250 people (approximately 266,000 people in the UK) have cardiomyopathy.

We are the only charity in the UK supporting children, young people and adults with the life-limiting heart condition, cardiomyopathy. We are a community of people affected by cardiomyopathy, medical experts, and charity professionals working to provide support and information, campaigning for better access to quality treatment, saving lives through raising awareness and providing hope through shaping research.

### **Our Fundraising and Marketing Team**

The Fundraising and Marketing team is responsible for income generation and engagement with our community of supporters and service-users. We take a supporter-first approach to deliver excellent supporter journeys and create informative and engaging communications that connect with our key audiences.

We have ambitious goals to reach more people affected by cardiomyopathy, increase the number of people accessing our services and encourage more people to fundraise for us. This is an exciting time to join our team as this role will be at the forefront of ensuring that supporters receive an excellent level of supporter care, feel valued and know the difference they make for people affected by cardiomyopathy.

## Job summary

The main purpose of this role is to provide administrative support to the Fundraising and Marketing Team and provide excellent supporter care to our fundraisers and wider Cardiomyopathy UK community. The role is also responsible for the smooth day-to-day running of our office.

## Key working relationships

Internal	External
Head of Fundraising and Marketing Head of Finance and Operations Community Fundraiser Challenge Events Fundraiser Finance Officer Services Assistant Volunteers	Cardiomyopathy UK supporters General public Voluntary groups and organisations Office services and contractors

## Key responsibilities

### Supporter enquiries

- Address ad hoc supporter queries, delivering excellent customer service over the telephone and in written (email and postal) communications with professionalism and empathy.
- Take telephone donations and direct debit instructions accurately.
- Recommend and send out fundraising resources to supporters.
- Maintain and help to improve supporter care processes within the charity.
- Maintain filing systems and working documentation, ensuring it is up to date.

### Thanking

- Ensure that donors are thanked accordingly, in line with our thanking processes and within agreed timescales.
- Contact donors where appropriate to understand more about their donation and relationship to the charity with the aim to provide a personalised acknowledgement and ensure supporters feel valued and appreciated.

### Use of the CRM system

- Ensure the fundraising database is updated at all times.
- Liaise with the finance department to ensure donations are processed and recorded correctly.
- Work with your fundraising and marketing teammates to ensure that agreed database processes are being followed and support the team to do so.

### **Office management**

- Manage stationary orders for the office, ensuring necessary materials are available.
- Arrange for internal building works, maintenance and repairs as necessary.
- Arrange for weekly cleaning of the office, rubbish and recycling collections.
- Check fire alarms weekly.
- Work with the Chief Executive and all staff to ensure a clean and safe office environment.

### **General**

- Assist fundraising projects and events when necessary, such as the London Marathon post-race reception or key mailings.
- Ensure appropriate levels of confidentiality and data protection are maintained in line with GDPR.
- Undertake additional duties as required in accordance with the responsibilities of the grade and position.
- Ensure at all times that the charity's reputation as an authoritative and responsible information source is maintained and enhanced.

### **Equal opportunities**

- Cardiomyopathy UK is committed to promoting equal opportunities and the post-holder has a leading role in ensuring equity in employment opportunities.

### **Health and safety**

- In addition to any responsibilities specified within the job description above, it is the post-holder's duty to:
  - take reasonable care of the health and safety of themselves and of the other people who may be affected by actions and omissions at work.
  - co-operate with the employer to ensure all statutory and other requirements are complied with.

***This is an outline of the post-holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time to meet the changing needs of the charity.***

## Person specification

	Essential	Desirable
<b>Skills, knowledge and competencies</b>	<ul style="list-style-type: none"> <li>• Experience in a customer service, administrative or supporter care role with the ability to communicate clearly and effectively, showing empathy and taking a proactive approach to problem-solving for customers or supporters.</li> <li>• Experience working effectively across teams with the ability to prioritise workload and manage conflicting demands.</li> <li>• Experience working with a CRM system.</li> <li>• Experience in an administrative role with competent IT skills and confident using MS Office.</li> <li>• Experience of office management.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in the third sector</li> <li>• Experience of working as part of a small team</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills working with both colleagues and supporters/customers</li> <li>• Can follow processes confidently and consistently</li> <li>• An enthusiastic and flexible approach</li> <li>• Excellent written and verbal communication skills</li> </ul>	

## Our values

We are:

<b>Caring</b>	We're devoted to supporting people affected by cardiomyopathy
<b>Dedicated</b>	We're committed to providing information, advice and support across the UK
<b>Responsive</b>	We reach out to anyone who needs us
<b>Collaborative</b>	We work with others to benefit those affected by cardiomyopathy
<b>Expert</b>	We provide up-to-date specialist knowledge about cardiomyopathy
<b>Realistic</b>	We're honest about cardiomyopathy and the impact it can have