

Job Description

Supporter Care Administrator

Job Purpose:

This is a fantastic opportunity for an individual who wants to make a difference in one of the most innovative and exciting medical research fundraising charities in the UK.

As Supporter Care Administrator, you will play a pivotal role in building a relationship between our supporters and Brain Tumour Research and one of the main ways we do this, is through the thanking process.

The thanking process includes sending letters to supporters who have raised money, reaching out and acknowledging their contribution to the cause. This could be a result of a supporter participating in a charity campaign, leaving a legacy, generating enough income to fund a day of research, and many more reasons.

Reports to: Supporter Care Supervisor

Direct Reports: None

Location: Head Office, Milton Keynes. We offer hybrid working, employees have the flexibility to work from home up to two days a week

Requisite Skills and Experience:

Essential:

- Attention to detail in terms of spelling and grammar
- Ability to handle difficult and sensitive issues, and to interact with empathy, compassion, tact, diplomacy and patience
- IT skills including detailed knowledge of using Microsoft Word and Microsoft Outlook
- Effective organisational, planning and prioritisation skills

Desirable:

- Experience of working in the charity sector
- Experience working with a CRM / database

Main duties:

Reporting to the Supporter Care Supervisor, you will:

- Manage, and continuously develop and improve the donor stewardship programme, including the thanking process and running online donation reports.
- Accurate coding of income; account management of supporters in regions
- Manage and continuously develop and improve the thanking process for all supporters in the charity, including the production of personalized thank you communications.
- Be available to take on ad hoc projects for the Supporter Care Supervisor and the leadership team
- Undertake any reasonable duties as required by the Community Development Managers, National Fundraising Manager, the Director of Income Generation and Development and members of the management team, as instructed by the Supporter Care Supervisor.
- Deputise for colleagues as necessary to deliver an exceptional supporter experience.