

Job Description:

Supporter Care Supervisor

Job Purpose:

To offer outstanding supporter care and fundraising help - 'from start to finish and beyond' to all donors and supporters of Brain Tumour Research. To manage the thanking and legacy administration process for the charity.

Reports to:

Director of Fundraising & Income Generation

Direct Reports:

Supporter Care Administrator x 2

Location:

Head Office in Milton Keynes

Requisite Skills and Experience:

- Outstanding organisation skills.
- A good communicator, including an excellent standard of written English.
- Experience of working with members of the public and/or volunteers.
- Experience of working with a database/CRM.
- Experience of working with MS Office, especially Word and Excel.
- Flexible in your approach to work, embracing change and development.
- Be prepared to converse sensitively and empathetically with members of the public who may be going through current or recent traumatic experiences.

Main duties:

- Manage, and continuously develop and improve, the donor stewardship programme, including thanking process; running online, and collating, donation reports.
- Ensure accurate database recording.
- 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 accurate and personalised thank you communications.
- Provide administrative management of the Legacy process; National Free Wills Network and Octopus Legacy platforms.
- Provide administrative management of Much Loved and Memory Giving tribute pages.
- Ensure supporter communications, both on and offline are responded to within the charity's Service Level Agreements.
- Be available to undertake ad hoc projects for the Director of Income Generation and Development.
- Participate in regular 1:1s and annual reviews, contributing to the identification of objectives and targets, and monitoring of progress towards them.
- Undertake ad hoc desk research projects when needed.
- Comply with Brain Tumour Research's internal policies as appropriate.
- Undertake any other reasonable duties as required by the Director of Income Generation and Development and members of the Leadership Team.
- Ensure that all relevant charity and other legislation is complied with.
- Deputise for colleagues as necessary to deliver an exceptional supporter experience.