Sands

Application Information

**Supporter Care Assistant**

**About Sands**

Sands, the stillbirth and neonatal charity, are a well established and widely respected national charity that:

* Supports anyone affected by the death of a baby
* Works in partnership with health professionals to ensure that bereaved parents and families receive the best possible care
* Promotes and funds research and changes in care that could help to reduce the loss of babies’ lives.

Over 30 years ago the devastating impact of the death of a baby on the mother and father was neither widely understood nor acknowledged. For many parents it felt as if their baby had not existed and did not matter. Sands was established in 1978 to change that perception.

Since that time Sands has supported many thousands of families whose babies have died, offering emotional support, comfort and practical help. Working in partnership with health professionals and service providers, Sands has played a lead role in transforming the culture and practice of perinatal bereavement care in the UK.

Whilst the way in which parents and families are cared for and supported has substantially changed, the tragic reality is that large numbers of families continue to be devastated by the death of a baby. In the UK, in spite of medical advances, 17 babies are stillborn or die within the first 28 days of life every day.

Bereavement support for parents who’ve lost a baby and working in collaboration with health professionals, remains at the core of everything that Sands does. But Sands also aims to ensure that there are fewer bereaved parents to support.

Find out more about our work: www.uk-sands.org

**Sands Benefits**

**Pension (non-contributory)**

We consider it important to encourage people to save for their retirement and as such provide staff (after successful completion of a probation period) with a 3% pension contribution paid into an Aegon Personal Pension. Contributions can be invested in a variety of funds according to your investment preference, or alternatively a default fund is available.

**Annual leave**

Staff receive 28 days annual leave plus bank holidays. Staff will be required to take 3 days annual leave during the period between Christmas & New Year.

**Employee Assistance Service**

At times staff members may face and need help with a variety of issues throughout their lives and as part of the commitment to staff members we provide a 24:7 independent and confidential counselling and information telephone service, free of charge. Support is available on a range of issues including legal, financial, emotional, health issues and work related concerns.

**Season ticket loan**

Permanent Head Office based staff are offered the opportunity to take an interest free loan to purchase season tickets for the journey between home and work. Available after a qualifying period.

**About the role**

We are currently looking to recruit a Supporter Care Assistant to support the Fundraising Team. We are investing in our Fundraising team with a strategic plan to increase income and member support This new role is instrumental in providing daily support to the Supporter Care Co-ordinator, Supporter Care Officer and the rest of the Fundraising Team.

Our ideal candidate will have a confident manner and excellent communication skills. You will need to have a good understanding of fundraising practices and experience of working in a similar role.

You will have great team working skills, with the ability on your own initiative. Excellent customer service skills are needed to ensure that Sands continues to maintain and grow at the levels required to maintain the services we provide.

This role offers an excellent opportunity to make a real difference within the charity. Some travel will be necessary as well as attendance at UK wide Fundraising events, including occasional overnight stays.

**To apply:**

Please return the completed application form and monitoring form to **recruitment@uk-sands.org** by the closing date below:

Closing date: 11th July 2014

Interview Date: 16th July 2014

As we have limited staff resources we are unable to provide candidates with feedback about their applications.

Interviews will be held at our Head Office: Sands, 28 Portland Place, London, W1B 1LY

Job Description

**Job Title:** Supporter Care Assistant

**Responsible to:** Supporter Care Co-ordinator

**Location:** Sands Head Office, 28 Portland Place, London, W1B 1LY

(we are willing to consider homeworking for this position)

**Contract:** Permanent

**Salary:**  £18 – 19,000 per annum (LWA of £3300 is applicable for those working at Sands central London office)

**Hours:** 35 per week (9.30 to 5.30pm)

**Main purpose of job:**

The Supporter Care Assistant will be responsible for carrying out a wide range of administrative tasks such as sending out fundraising packs, sending thank you letters, responding appropriately to a varied range of supporter/fundraiser enquiries and provide excellent levels of supporter care. To contribute to the growth of a small and exciting fundraising team dedicated to meeting its targets and supporting Sands fundraisers.

**Principal tasks and responsibilities:**

* To promote and communicate Sands aims, mission, policies and work clearly and effectively
* Be a key member of the team to deal with donations and donor queries.
* To write and send thank you letters and other stakeholder correspondence
* Maintain accurate records and information relating to supporters/fundraisers and their activities
* Collate information and materials for fundraising support packs and issue to fundraisers
* Be a first point of contact for information and provision of support materials for fundraising events and challenges, conferences and talks including maintaining accurate records at all times
* Maintain stock levels of all fundraising resources
* Maintain and follow up with supporters/fundraisers regarding collections and donations
* Provide support and follow up for enquiries received to the fundraising email addresses
* Manage sale or return items requested by individual fundraisers for fundraising events
* Assist the Supporter Care Coordinator with follow-up communications to Sands fundraisers
* Support the fundraising team in administrating a range of departmental projects and events
* Be the main point of contact for the Sands Online Shop dealing with all queries internally and externally
* Be responsible for and respond appropriately to all enquiries and orders received via the Shop email
* Maintaining stock levels for online merchandise, ensuing stock levels at the fulfilment house are maintained and replenished when necessary
* Provide the online shop fulfilment house with regular orders, attend meetings with the fulfilment house representatives and act as a key Sands contact with their account Manager
* To make welcome, thank you and reactivation phone calls to new and existing regular donors when necessary
* To build relationships with fundraisers via phone, email and in person, making sure that each fundraiser is welcomed, thanked and fully supported
* Attend and contribute to team meetings and fundraising events as required
* Maintain an up to date knowledge or current activities within Sands
* To contribute when appropriate to the planning and implementation of the overall team’s strategy
* To undertake a range of general administrative tasks, as required
* To work under own initiative, instruction from others and as part of a team.

**General:**

* To undertake any other work or projects as agreed by the Head of Fundraising & Communications or Fundraising Manager
* To work flexibly with other members of the team
* To maintain confidentiality over personal information relating to staff
* Abide by all Sands Policies and Procedures
* Undertake all mandatory training as required
* Participate in annual appraisal and personal development review
* The post holder must familiarise themselves with matters relating to Health & Safety Management, as affecting themselves, their department and the organisation as a whole.
* Promote the Sands vision and values at all times
* To volunteer to support at least 2-3 fundraising events throughout the year in addition to their day-to-day role

This Job Description is not contractual and is liable to change over time.

Person Specification

|  |  |  |
| --- | --- | --- |
| **Importance** | **Criteria** | **Assessment** |
| Essential | Highly organised and able to prioritise tasks | Application, assessment & interview |
| Essential | Self motivated, flexible and able to work without close supervision | Application, assessment & interview |
| Essential | Excellent written and verbal communication skills | Application, assessment & interview |
| Essential | Experience of using a CRM database, ideally ThankQ  | Application and interview |
| Essential | Experience of using a virtual shop, ideally ZenCart | Application and interview |
| Essential | Excellent and proven customer service skills | Application, assessment & interview |
| Essential | Proven ability to work well under pressure and deliver to tight deadlines. | Application, assessment & interview |
| Essential | Problem solving and critical analysis and competent decision maker. | Application, assessment & interview |
| Essential | Must have an outstanding attention to detail. | Application, assessment & interview |
| Essential | Ability to use discretion and maintain confidentiality at all times and adhere to data protection policies. | Application and interview |
| Essential | To interact and build relationships within the whole Sands team, communicating effectively with non fundraising staff. | Application and interview |
| Essential  | Working on own initiative and able to demonstrate good We  | Application and interview |
| Desirable | Empathy with Sands and its aims | Application and interview |